

Arthur Findlay College Loyalty Rewards Programme - Terms and Conditions

The Customer (the person to whom this card is issued and registered) hereby agrees to be bound by these terms and conditions in relation to his/her participation in Arthur Findlay College Customer Loyalty programme.

The Cards will only be issued to people with current or future bookings confirmed at the College.

1. Following acceptance of the Customer's application to join its Customer Loyalty Programme, Arthur Findlay College will supply the Customer with a Loyalty Card with which the Customer can obtain loyalty points and setup. The card will not be sent to customers via post, it will be available for your collection upon your next visit. If you apply for the card whilst you are at the College, your card will be available for you immediately for collection. The College reserve the right to refuse a Loyalty Card without reason or further reference.
2. The Loyalty Card issued to the Customer remains the property of Arthur Findlay College and shall be returned to The College upon demand.
3. Loyalty Points are earned and credited to the Customer's Loyalty Account on production of the Loyalty Card at the Reception Desk on arrival for the course for which you are being rewarded.
4. Points will not be awarded in advance of your stay.
5. Points are only awarded for accommodation inclusive purchases at the Arthur Findlay College* (* unless otherwise specified by a short term promotion.)
6. Loyalty Points credited to the Customer's Loyalty Account may only be redeemed against accommodation inclusive stays at the Arthur Findlay College.
7. Vouchers can be used as part payment for the balance up to 80% of total transaction amount relating to accommodation bookings only. The deposit must be paid with cash or credit card, Deposits cannot be paid or part paid using Loyalty points vouchers.
8. Loyalty points cannot be rewarded or redeemed for Spiritualist Charity Bookings including Senior Citizens Week and JV Trust Week.
9. Loyalty Points have no alternative cash value. They cannot be refunded or redeemed as cash.

10. Redeemed points cannot be used again if you cancel your booking, they will be lost. You cannot transfer your points to another course or another person if you cancel your booking.
11. Loyalty Points are personal to the holder of the Customer Loyalty Account to which they are credited and cannot be transferred to another person.
12. Loyalty Points shall be lost if the Customer Loyalty Account is closed or if Arthur Findlay College ceases to operate the Customer Loyalty Programme.
13. Vouchers issued are valid from the start date only and until the Expiry Date shown. Their expiry date cannot be extended.
14. Bookings made from 1st January 2020 will be eligible to be awarded points.
15. The start date and the expiry date refer to the date when your booking is made and not the date of your stay.
16. A maximum of £100 worth of vouchers will be issued in any one transaction.
17. Vouchers are only valid when presented with matching ID rewards cards.
18. Arthur Findlay College may close a Customer Loyalty Account without notice where the Customer has been banned from the College, misused the account in any way whatsoever or the account is one to which no points have been credited for a preceding period of 12 months. In the event that a Customer Loyalty Account is so closed, all points credited thereto shall be lost.
19. A £10 administration charge will apply to reissue lost or stolen cards.
20. Arthur Findlay College reserve the right to amend the terms and conditions without prior notice, and any such amendments will be updated on the website.
21. The Arthur Findlay College will from time to time email you special offers relating exclusively to your membership. If you unsubscribe from the Loyalty Card Newsletter relating to College promotions and offers, your Customer Loyalty Account will be closed and any points that you may have earned will be lost.
22. The Customer gives permission for Arthur Findlay College and Loyalty Pro Ltd, who operate and manage the Customer Loyalty Programme, to record, store and use data and information provided by the Customer to Arthur Findlay College or derived from the Customer's participation in the Customer Loyalty Programme. This data and information may be shared with third parties where the same is necessary to operate the Customer Loyalty Programme only and will not be passed on to third parties for any other reason. By joining the Rewards Scheme, you agree to receive regular newsletters and SMS updates about the Exclusive Special Offers available to Members.

23. If your card is lost or stolen, please inform the Arthur Findlay College immediately by calling + 44 (0)1279 813636 or email bookings@arthurfindlaycollege.org

24. Vouchers that have been awarded to you via email must be brought with you to the College and surrendered on arrival. Customers must take the vouchers and card with them for their arrival. If the customer loses any vouchers the College may ask for an alternative payment.

25. Members must be 18 years of age and over.

26. Staff may be excluded from certain events, prize draws and experiences.

27. If you do not have a valid email address, you will need to register by calling 01279 813636 and will need to provide a valid mobile or land line number and a full postal address. Note, without a valid email address you will not receive all of the regular newsletters with offers and promotions. It is your responsibility to ensure that your details are kept up to date to retain your valid membership.

28. If you cancel a course, your points will be deducted to reflect any refund that may have been applied.

29. For every £20 you spend, you will receive 1 point which equates to a Findlay Voucher that can be exchanged for the equivalent of £1.00 off your next accommodation inclusive booking.

30. If you book 5 courses or more you may qualify for a birthday treat if you provided us with a date of birth at registration. Timing and value is at the discretion of the AFC Committee.

31. To use your points to pay the balance of your course you **MUST** instruct us in writing via email stating that you want to use your points. **NOTE:** by adding your loyalty card number to the booking form on the website, you are not instructing that you want to use your points. You must instruct us in writing via email.

- The deadline time to instruct us that you want to use your points must be more than 45 days before the course start date, as per the booking terms and conditions.
- If after the balance has been deducted and you inform us that you want to use your points, you will be charged an administration fee of £30.00 to process the changes. After the balance is deducted by us, you cannot use your points instead of payment unless you pay an amendment fee.
- It is your responsibility to instruct the college how you want your points to be allocated but you must give us adequate notice before your balances is taken, preferably at the time of booking.

31. Termination. You may terminate your Arthur Findlay College membership at any time by calling + 44 (0)1279 813636. On termination, any points accrued will be lost and you will no longer receive the Exclusive Findlay's Member Newsletters.

32. If you have any questions or queries about your membership, please email manager@arthurfindlaycollege.org or call +44 (0)1279 813636. Alternatively you may write to Arthur Findlay College, Stansted Hall, Stansted, Essex, CM24 8UD.

End

January 2020