

# LOYALTY CARD

## TERMS & CONDITIONS



**FOR CURRENT LOYALTY CARD DETAILS AND OFFERS PLEASE VISIT ONE OF OUR WEBSITES.**

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**By completing our application form and using our loyalty card you accept the following terms and conditions:**

### **Loyalty card membership:**

Your loyalty membership enables you to earn points and redeem those points on purchases in our participating venues. To become a loyalty card holder you must be a resident of the United Kingdom aged 18 years or over. You can become a member by obtaining a free card from any of our participating venues and registering it in the venue at the time of collection. Registering your card protects against loss, theft or damage. You are only able to redeem points once the card has been registered. Points can be accrued onto your card from the first time you make a purchase.

### **Using your membership:**

You can use your card at any of the following establishments:

- **The Wheatsheaf**, Bridge Street, Bakewell, Derbyshire DE45 1DS  
01629 813600  
wheatsheaf-bakewell.co.uk
- **The Old Original Bakewell Pudding Shop**, The Square, Bakewell, Derbyshire DE45 1BT (01629  
01629 812193  
bakewellpuddingshop.co.uk
- **The Robin Hood**, Chesterfield Road, Baslow, Derbyshire DE45 1PQ  
01629 700888  
robinhoodbaslow.co.uk
- **The Scotsman's Pack Country Inn**, School Lane, Hathersage, Derbyshire S32 1BZ  
01433 650253  
scotsmanspackcountryinn.co.uk

Points can be accrued and redeemed at all of the above sites. Your loyalty card cannot be used in conjunction with any other offer, discount or voucher. When redeeming points, your loyalty card cannot be used in conjunction with any other offer, discount or voucher. Once registered, you can check the balance of your card at any of our venues. If you need to change any of the details you provided when you registered, please contact any of the outlets listed above (excluding the Derbyshire Emporium).

### **Earning and redeeming points:**

Points can only be earned/redeemed at the time of purchase and only if the card is presented at the time of payment. You will earn one point for every £1 and each point is equivalent to 1p. Points can be accrued on all purchases. If you forget your card we are unable to add your points onto your membership. Points will be added onto your card automatically after use. If there are any issues please retain your receipt and phone our head office on 01629 814996. Points have no cash value. Redeemed points cannot be used again. Points can only be earned, held and redeemed as set out in this agreement. Points are personal to the individual member and cannot be pooled with points earned by another member and redeemed together. Only one member's loyalty card can be used at any one time or transaction. In order to redeem your points you should present your card at the point of purchase and state to a team member how many points you would like to redeem.

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**Expiry and cancellation:**

Your loyalty card does not have an expiry date. We reserve the right to withdraw our loyalty scheme at any time. You have the right to cancel your card at any point by returning it any of our venues. If you wish to cancel your membership altogether, please contact head office on 01629 814996. If you cancel your membership, you will lose the right to redeem all points that are unused at the time of cancellation. We may, on notifying you, forfeit all accrued points and/or suspend your right to collect/redeem points if you are in breach of this agreement, if we have reasonable grounds to suspect that you are engaged in fraudulent or other criminal activities relating to us or your card or if you supply false or misleading information to us.

**Loss, theft or damage:**

If you lose your card or it is stolen, you may lose any points you have earned in the same way as if you lost your wallet. You should immediately report any loss or theft of your card or any fraudulent or unauthorised use of your membership to head office on 01629 814996. In any of these scenarios we may, at our discretion, replace your card and transfer/or re-credit any points to a replacement card. Circumstances in which we may determine that we will not replace your card and/or transfer and/or re-credit points include where we reasonably believe that the notified incident has been caused by your breach of this agreement, or if there are reasonable grounds for suspecting that you are or have been engaged in fraudulent or other unlawful conduct in relation to your membership. If we agree to replace your card, a replacement card will be arranged by head office and made ready for collection at one of our venues. We reserve the right to charge a replacement card fee for each replacement card in the event that you are issued with more than two replacement cards within any six month period. If you receive a replacement card, you will need to register it at a participating venue before you can redeem any points that have been transferred onto it.

**Complaints procedure:**

Complaints regarding any element of your membership should be sent in writing or by email to: Head Office, The Bakewell Bakery, Riverside Business Park, Bakewell, Derbyshire DE45 1GS or [headoffice@thebakewellbakery.co.uk](mailto:headoffice@thebakewellbakery.co.uk).

**Compensation:**

Points earned through using your membership are not covered by any compensation scheme.

**Customer services:**

If you need assistance or if you have any enquiry relating to your membership, please contact us using the details above.

**Data protection and privacy:**

When registering to become a member you will be asked to provide certain personal information, including your name, address and contact details. We are committed to maintaining the security of your personal information in accordance with the requirements of the Data Protection Act and will take all reasonable steps to ensure that your personal data is kept secure against unauthorised access, loss, disclosure or destruction. The Privacy Policy will apply whenever you provide us with personal information.

**Liability:**

We will not be held liable for any default resulting directly or indirectly from any cause beyond our control, including but not limited to, failure of network services and failure of data processing systems.

**Your rights as a consumer:**

As a consumer you have legal rights in relation to goods that are not of a satisfactory quality or fit for purpose and services not carried out with reasonable care and skill. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards Office. Nothing in this agreement will affect these legal rights.

**Variation:**

We reserve the right to amend or waive any provision of this agreement from time to time and at any time, or to terminate the our loyalty program (and therefore your membership) on reasonable notice. Please revisit this website occasionally to take note of any changes we make, as they are binding from the date that we make them.

**Governing law:**

This agreement is governed by English law.

**Privacy Policy:**

Please visit any of our websites, detailed on page one, to view our Privacy Policy.