

# RETAIL LOYALTY CARD SCHEME

## 'STUBBINGS GARDEN CLUB'

### TERMS & CONDITIONS

These terms and conditions (including our Data Protection and Privacy Policy) govern the collection and use of points and set out the terms of contract between Stubbings Nursery Ltd ("Stubbings", "us" or "we") and you the customer relating to the LOYALTY Scheme.



1. You can join the LOYALTY Scheme by applying for a Stubbings LOYALTY card and you will be issued a Card which can be used to earn points on the same LOYALTY Account. If you apply to register with us you accept these terms and conditions. We may refuse an application to join the LOYALTY Scheme for any reason at our sole discretion including (but not limited to) risk of reputational damage to us, any reasonable suspicion of previous criminal activity including shoplifting or any previous history of verbal or physical abuse to Stubbings staff.
2. To register for the LOYALTY Scheme you will need to complete an application form and assist our staff in taking your details in store. A LOYALTY Account will be created in your name to record points to be earned or redeemed by you. You must be 16 years of age or over to join the LOYALTY Scheme.

#### **How to collect/redeem points**

3. *To collect points for a transaction at Stubbings please present your Card at the till at the time of purchase or within 30 days of the date of purchase (upon the presentation of a valid receipt).*
4. *Points may be **earned** on all Stubbings Nursery and Stubbings Café purchases.*
5. *Points may be **redeemed** on all Nursery and giftware purchases, but **not** on food and beverage items sold in the Café/Nursery.*
6. *A spend of at least £1 in a single transaction qualifies for points. 2 points will then be awarded for every full £1 spent. This can be altered at the discretion of Stubbings.*
7. *Points cannot be earned on the purchase of gift vouchers, or on events at Stubbings.*
8. *Stubbings reserves the right to offer bonus points on certain products as selected by us from time to time and at our sole discretion, or zero points where other promotions (sales) are running.*
9. *Points will usually be added to your LOYALTY Account instantly, except in the circumstances of system failure when it is expected that points will be loaded within 24 hours. In most circumstances any bonus points earned will be added to your LOYALTY Scheme 48 hours after the date the goods are purchased. Points cannot be redeemed until added to your LOYALTY Account.*
10. *The current redemption value of points is one point equals 1 penny. We reserve the right to vary the redemption value at any time.*
11. *Stubbings are entitled to cancel points awarded if the relevant products to which such award relates are returned for any reason and a refund of the purchase price is given. If the relevant products are exchanged for other products, the points awarded will be adjusted upwards or downwards depending on whether the exchange is for a higher or lower value item.*

12. Your LOYALTY card is issued to you but remains the property of Stubbings. You must return your card to us on request or destroy it if we so reasonably request. You are responsible for the security of your Card and for the transactions and/or redemption of points made using your Card. If you lose your Card or think an unauthorised person has become aware of any security code, password or Card number you should promptly contact us on 01628 825454.

13. Points are personal to you and cannot be transferred to anybody else. They may only be redeemed and earned in accordance with these terms.

14. Your Card cannot be used as a credit card or a guarantee card.

15. Your name, address, email and contact telephone number must be provided for a card to be registered. If you do not register your Card you will not be able to redeem your points.

16. The LOYALTY Scheme is only for retail use. The Card cannot be used for any transaction where the beneficiary is a business entity or for any other commercial purposes.

17. If you materially breach these terms, and where such breach can be remedied, if you do not remedy the breach within 30 days of a written notice of the breach from Stubbings or if Stubbings reasonably believes that you have breached these terms and/or abused the LOYALTY Scheme, your Card may be terminated, any points earned but not redeemed may be cancelled and your LOYALTY account closed without prior notice. Stubbings reserves the right to take any action deemed necessary where a Cardholder is found to have abused the LOYALTY Scheme.

18. In addition to the above, Stubbings reserves the right to (i) stop issuing Cards at any time if we decide to terminate the LOYALTY Scheme; (ii) to alter or amend the terms and conditions of operation of the Card and/or the LOYALTY Scheme by publishing notices on our website [www.stubbingsnursery.co.uk](http://www.stubbingsnursery.co.uk); and/or (iii) withdraw or cancel the Card and/or the points (including but not limited to the redemption and issue of such) and/or LOYALTY Account or reasonable notice to you by letter, email or publishing such notice on our website at [www.stubbingsnursery.co.uk](http://www.stubbingsnursery.co.uk).

19. Data Protection and Privacy Policy - Stubbings will use the personal information you supply and information we obtain from other sources such as purchasing data through the loyalty scheme to analyse your purchasing preferences and the refunds and returns you make for service and quality reasons and to ensure that the content, goods and advertising that we offer are tailored to your needs and interests. We may keep your information for a reasonable period for these purposes. We may share your information with our service providers and agents only for these purposes.

All information provided by you will be treated securely and strictly in accordance with the General Data Protection Regulation May 2018.

The LOYALTY Scheme is operated and promoted by Stubbings Nursery Ltd, Stubbings House, Stubbings Lane, Maidenhead, BERKSHIRE, SL6 6QL. Registered Company Number. 03895473. For any queries relating to the LOYALTY Scheme please contact 01628 825454.

#### **How to collect and redeem hot drink vouchers**

- a. Our Free Hot Drink Reward Card offers a free hot drink upon the purchase of 9 regular or large hot drinks.
- b. One stamp is awarded for each hot drink purchased
- c. No monetary value can be attributed to the collection of hot drink stamps.
- d. Free Hot drink stamps can only be collected using the pre-printed voucher cards issued in the Café.
- e. Stubbings Nursery Ltd reserve the right to refuse a hot drink loyalty card, and withdraw the 'Free Hot Drink reward' offer at any time without notice.