

## Loyal Local Card Terms and Conditions of membership

### Introduction

This page tells you of the terms and conditions on which we supply Loyal Local Cards and you become a member of the Loyal Local club. Further details of the Loyal Local Card can be found on our website [www.loyal-local-card.co.uk](http://www.loyal-local-card.co.uk). Please read these terms and conditions carefully and make sure you understand them before ordering a Loyal Local Card on our site and becoming a member. By ordering a Loyal Local Card you agree to be bound by these terms and conditions.

You should print a copy of these terms and conditions for future reference.

Please click on the button marked “click here to confirm you have read and agree to our terms and conditions and that you consent to us processing your data in accordance with our privacy policy” on the Loyal Local Card registration page on our site if you accept them. Please note that if you do not accept them you will not be able to order a Loyal Local Card from our site, nor become a member of the club.

### Information about us

We operate our site. We are Loyal Local Card, our registered address is Foxwood House, Thaxted Road, Saffron Walden, CB11 3LS

### Your status

By placing an order for a Loyal Local Card through our site, you warrant that you are legally capable of entering into a binding contract and you are at least 18 years old.

### Term

The Loyal Local Card is an on-going subscription service so your membership is continuous and will be renewed automatically at the end of each membership period. If you are a member and have been issued with a plastic Loyal Local card and have supplied an email address, we will send you an electronic reminder towards the end of your membership term to advise you of the details of the new subscription. Your renewal date is the expiry date printed on your Loyal Local Card. We will not be liable for any non-receipt of communication from us, including non-receipt of the renewal reminder. You are required to inform us if you change your correspondence address (both email and postal) If you do not want to renew your membership you should contact us by telephone 07947251669 at any point within the membership period and no later than 10 working days preceding the expiry date on your current Loyal Local Card. The automatic renewal does not apply to gift purchases.

### Consumer rights:

We offer a 14 day cooling off period from the date of receipt in which you can cancel your card and request a full refund. The card must be returned upon cancellation before any refund can be authorised. We cannot be responsible for any postage costs in returning the card. After this period you have the right to cancel the card at any time however a refund will not be issued.

We accept no liability for lost, stolen or damaged cards. In the event of a lost, stolen or damaged card, please contact us and we will create you a duplicate card at a cost of £10.00 per card

## Price and payment

The price of membership will be as quoted on our site. Prices are liable to change at any time, but changes will not affect orders in respect of which we have already sent you confirmation.

Prices include VAT

Payment must be made by credit or debit card, or by such other method as we may agree from time to time. We will charge your credit or debit card when your order is placed.

## Use of Card:

You may only request one card. The card may only be used until the expiry date stated on the card and can only be used by you once in any transaction. A participating business may request proof of identification and this is a matter for the business itself. You should inform a participating business that you wish to use the card prior to purchase and certain businesses and offers may require pre-booking.

Cards are non-transferable and so cannot be used by either friends or other third parties, apart from direct spouse or partner. Cards may not be re-sold.

Discounts may not be redeemed for cash and the card cannot be used in conjunction with any other promotions being offered by the participating business.

Participating businesses may exclude Fridays, Saturdays or bank holidays. Please refer to individual pages for full details of offers.

If a participating business has a telephone icon listed on its page on our site, advance booking must be made and Loyal Local Card must be mentioned.

## Our Liability:

We work with businesses to secure discounts for you on services provided by those businesses. Any transactions that take place between you and a business are conducted with the business directly and we are not a party to the contract formed between you and the business. In the event of any dispute or complaint as to the service or goods provided by the business, or any other claims or disputes, these should be raised by you directly with the business concerned.

Whilst we only partner with Businesses we consider reputable and trustworthy we are not a vetting organisation and take no responsibility for the quality of goods and services they provide. It is your responsibility to use your own judgment in this respect.

## Your behaviour:

You are expected to behave in a responsible and respectful manner when visiting participating businesses and when using the card. In the event of damage to premises or other losses caused by you to participating businesses we will co-operate with the participating businesses and you consent to our sharing your contact details with the business in these situations.

### **Use of your personal data**

By registering for a card you will be asked to provide certain personal information, including your name, mobile telephone number, email address, postal address and date of birth. This information is required in order for us to perform our obligations pursuant to our contract with you.

We do not share your personal data with third parties save where required to do so by law, to perform our obligations to you (for example, we will send cards out using Royal Mail and will necessarily need to share your name and address) or as otherwise provided in these terms and conditions (in particular see “Your Behaviour”). We will store your personal data on our internal electronic storage which will be password protected.

### **General:**

These terms and conditions and any document expressly referred to in them constitute the whole agreement between us and supersede any previous correspondence or discussions.

We reserve the right to alter or amend these terms and conditions at any time without giving notice to you. You should refer to our website for the prevailing terms and conditions at any given time.

We reserve the right to withdraw the card scheme or to add or remove participating businesses at any time.

These Terms shall be governed and construed in accordance with the laws of England and Wales and any disputes howsoever arising shall be subject to the exclusive jurisdiction of the courts of England and Wales.