

# The Bookcafé Reward Club – Terms and Conditions

## 1. Introduction

These Terms and Conditions (“Terms”) apply to The Bookcafé Reward Club (“Reward Club”), operated by The Bookcafé. By joining or participating in the Reward Club, members agree to be bound by these Terms.

## 2. Eligibility

- The Reward Club is open to individuals aged 16 years or over.
- Membership is available to customers of The Bookcafé only.
- We reserve the right to refuse or terminate membership at our discretion where misuse or abuse of the scheme is suspected.

## 3. Membership

- Membership is free and available in-store.
- Each member may hold only one Reward Club account.
- Membership is personal, non-transferable, and cannot be shared.
- Members must provide accurate and up-to-date information. We are not responsible for points lost due to incorrect details.

## 4. Earning Rewards

- Members earn rewards by making qualifying purchases at The Bookcafé.
- Rewards are earned only when a valid Reward Club account is presented at the point of purchase.
- Purchases made prior to joining or without presenting membership details cannot be retrospectively credited.
- Bookcafé employees cannot be held responsible for not pointing out the Rewards Club prior to a purchase.
- The rate at which rewards are earned, qualifying spend, and reward thresholds are determined by The Bookcafé and may be amended at any time.

## 5. Redeeming Rewards

- Rewards may only be redeemed in accordance with the current Reward Club offer structure.
- Rewards have no cash value and cannot be exchanged for cash or refunded.
- Rewards may not be used in conjunction with other promotions, discounts, or offers unless expressly stated.
- Rewards can only be redeemed by the registered member.

## 6. Expiry of Rewards

- Reward points or stamps may expire if not used within a specified time period, as communicated in-store or at the time of issue.
- We reserve the right to remove expired or inactive rewards without notice.

## 7. Misuse and Fraud

- Any abuse of the Reward Club, including but not limited to providing false information, attempting to collect rewards fraudulently, or sharing accounts, may result in immediate termination of membership and forfeiture of any accumulated rewards.

## 8. Changes and Termination

- We reserve the right to amend, suspend, or withdraw the Reward Club or these Terms at any time.
- Where possible, reasonable notice of significant changes will be provided in-store or via our usual communication channels.
- Continued participation following changes constitutes acceptance of the revised Terms.

## 9. Data Protection

- Personal data collected as part of the Reward Club will be processed in accordance with our Privacy Policy and applicable data protection legislation.
- Data will be used solely for the administration of the Reward Club and related communications, unless otherwise consented to.

## 10. Liability

- We accept no responsibility for rewards lost, stolen, or redeemed without authorisation.
- Nothing in these Terms excludes or limits liability where it would be unlawful to do so.

## 11. Governing Law

- These Terms are governed by and construed in accordance with the laws of England and Wales.
- Any disputes arising in connection with the Reward Club shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## 12. Contact

For questions regarding the Reward Club, please speak to a member of staff at The Bookcafé.

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