

Johns of Instow & Appledore

Loyalty Card Terms & Conditions

These terms and conditions are applicable to Johns of Instow & Appledore's "Loyalty Card" only.

The Loyalty Card schemes, and its associated cards and key fobs remain the property of Johns of Instow & Appledore who may at any time stop, alter, or amend the scheme.

You may only hold one Loyalty Card account per household and Johns of Instow & Appledore reserves the right to refuse, merge or close additional accounts at any time.

You must be 18 years of age or older to have a Loyalty Card.

To become a Loyalty Cardholder, you must register your First Name, Surname, Email Address, Telephone Number and Date of Birth with us. You must keep us informed of any changes to your details.

By signing up to a Loyalty Card and filling in your details you are giving 'opt in' consent for us to communicate with you.

Collect your Loyalty Card in store.

If we have a problem with your email address, we will temporarily put your account on hold. Where we have a contact number, we will endeavour to notify you of this by telephone. You will also be notified at the tills by one of our operators. You will be able to inform us of your correct details over the telephone or at the tills.

We may email notifying you how to redeem your Loyalty Card points balance. We may also email you with exclusive Loyalty Card member offers.

You can unsubscribe from our emails at anytime in line with our Privacy Policy. This can be done on our website or by emailing us at marketing@johnsofinstow.co.uk

Please note that if you unsubscribe from our Loyalty Card communications, you will no longer receive exclusive member-offer emails or emails notifying you of your point's totals and when you can redeem them in the shop.

Johns of Instow & Appledore cannot be held responsible for any loss in points, coupons, or any other promotions as a result of unsubscribing from emails or out of date details.

New accounts that are not registered with a First Name, Surname, Email Address and Date Of Birth within one year of first use and accounts with out of date details that have not been updated within one year, will be closed and all points, vouchers and promotions forfeited.

All cards and key fobs remain the responsibility of the cardholder. Johns of Instow & Appledore cannot be held responsible for any loss arising from the cardholder failing to ensure their safe keeping.

Johns of Instow & Appledore may decline issue, withdrawl or cancel a Loyalty Card at any time where there is reasonable belief of:

- Abuse or attempted abuse of the scheme
- Any breach or attempted breach of these terms and conditions
- Any behaviour relating to the Loyalty card or Johns of Instow & Appledore that involves theft, misconduct, abusive or offensive behaviour or supplying false or misleading information.

For every £1 spent on qualifying goods, one point will be credited to your Loyalty Card account when an active Loyalty Card is presented at the tills. Cardholders must present their card or key fob at the till to earn points.

On redemption, one point is worth one penny.

If you forget your card, simply keep your receipt and bring it in with your card the next time you visit us.

No part of the Loyalty Card scheme can be bought, traded, or sold in any way.

In line with our Privacy policy, cardholders can request to leave the Loyalty Card scheme at any time through the deletion of their account and all associated personal information. By leaving, the cardholder forfeits the rights to any points, vouchers or promotions issued/offered as part of the Loyalty Card scheme.

Cardholders who do not collect any points for one year will be removed from the scheme and will need to reapply should they wish to rejoin.

Johns of Instow & Appledore is entitled to remove points at any time if products are returned for any reason and a full or partial refund is given. This also applies to the exchange of products unless the exchange is for products of an equivalent value.