

TERMS AND CONDITIONS

Before you can redeem any CASH BACK POINTS on your Card, you must activate it. Until you activate your Card, you will not be able to redeem your CASH BACK POINTS.

To sign up to DISTINCTIVE REWARDS, you must be an individual aged 18 or over. The Card is for your own personal use only. The Card cannot be used for any commercial purpose and cannot be resold. Distinctive Inns reserves the right to request proof of your age and/or identity where reasonably necessary to check compliance with these terms.

You can only earn Points on the purchases of food or drink at any Distinctive Inns outlet. Points are earned at the rate of 1 Points for every £1 spent in any one transaction (e.g. spending £1.00 will earn you 1 Points). We reserve the right to change the rate at which you earn Points and/or the list of transactions upon which you can earn points from time to time.

Distinctive Inns may offer multiple or bonus points on certain products as selected by Distinctive Inns from time to time in its sole discretion. During multiple or bonus point events, items which are already included in multiple or bonus points promotions are excluded unless otherwise stated at the point of purchase.

To earn points for a transaction, you must present your REWARD CARD at the till before making your purchase. You cannot earn Points on purchases made before you joined DISTINCTIVE REWARDS. Once you have activated your card, you can check the balance on your card at any time online on the website (www.distinctiverewards.co.uk), or at any Distinctive Inns outlet (displayed at the bottom of every receipt). Distinctive Inns will keep a record of transactions made using the card to ensure that your DISTINCTIVE REWARDS points balance is correct.

Points earned will be credited to your account within 24 hours of the transaction. In circumstances of system failure, we may be temporarily unable to award points and your account balance may be incorrect or out of date.

You can redeem your points against (a) purchases of drinks or (b) purchases of food at any Distinctive Inns outlet at anytime. Points can only be exchanged for cash discount in any denominations with no minimum or maximum spend per transaction. Points cannot be redeemed until your card is activated and the points credited to your account. To redeem your points you must present your Card at the till before making your purchase.

If you do not use your Card to earn/redeem points for a period of 1 year, any remaining balance of points will expire. Checking the balance on your account does not constitute use of your card for these purposes. Earned points will expire 1 year after they were earned. Points which have expired cannot be transferred to a new card or redeemed.

You must keep your Card secure and in your possession at all times, as if it were cash. If your card is lost or stolen, you should immediately report this to us by ringing your nearest Distinctive Inns outlet. Distinctive Inns will then cancel the lost or stolen card. If you subsequently find or retrieve a card which you have reported lost or stolen, you must destroy it immediately.

Points on your card are not covered by the Financial Services Compensation Scheme, nor by any other compensation scheme. This means that if Distinctive Inns becomes insolvent, the balance on a card may become valueless and unusable.

We may cancel your card if it has no remaining balance of unexpired points. We may also cancel your card if we reasonably believe that: (a) you have seriously breached these Terms; (b) you are or have been using your card in an abusive, fraudulent or unlawful manner; and/or (c) you have been banned on reasonable grounds from entering any Distinctive Inns outlet. In this event, we reserve the right to not refund any unexpired and unused Points on your card. You will not be able to use your Card after it has been cancelled.

We reserve the right to stop issuing cards at any time. We may also on not less than 30 days' prior notice terminate or suspend the DISTINCTIVE REWARDS scheme. Such notice may be given by email to the current address registered with us or by posting the amended Terms on the Website. We may terminate or suspend any aspect of the Club without notice at anytime. In the event of such a termination you can request a refund of any remaining balance of unexpired points.

Registering your card online constitutes acceptance of the DISTINCTIVE REWARDS card terms and conditions.