

'Terms and Conditions' for Molly`s Loyalty Card Scheme

By using the Molly's Loyalty Card Scheme you agree to the following terms and conditions:

TERMS

1. Molly's Grill and Pizzeria is the organisation offering the Loyalty Card scheme.
2. 'Customer' is the Loyalty Card holder using the scheme .
3. 'Loyalty Card' is the membership card issued by Molly's Grill and Pizzeria.
4. 'Management' means the proprietor and any appointed representative of the proprietor of Molly's Grill and Pizzeria.

CONDITIONS

1. All information contained herein forms part of these Terms and Conditions.
2. By providing personal details such as name, e-mail address and phone number to the Management by any means, indicates an intention to be legally bound and acceptance of these conditions.
3. All card holders must be over the age of 18 when the card is issued. This card will not be accepted as a valid form of ID.
4. Loyalty Cards are issued free to approved applicants.
5. The Loyalty Card remains the property of Molly's Grill and Pizzeria.
6. The management reserves the right to refuse any Loyalty Card application, and is under no obligation to give reasons for the refusal.
7. Molly's Grill and Pizzeria reserves the right to postpone or cancel a Loyalty Card or the Loyalty Card scheme and is under no obligation to give reasons for doing so.
8. The customer may cancel their Loyalty Card at any time by returning their Customer Loyalty Card to Molly's Grill and Pizzeria.
9. Removal from our mailing list can be requested at any time by emailing mollyslancaster@gmail.com . You can also call 01542383436.
10. As a Loyalty Card member you will be entitled to the following benefits:
 - a) discount from the current bill representing 10% of the previous purchase paid cash at Molly's Grill and Pizzeria . The value of 10% of the bills paid cash at Molly's Grill and Pizzeria will be stored 1 point for every 10 pence. At redemption, the value accumulated , or fractions of it, will be reduced from the value of the current bill , for any purchase at Molly's Grill and Pizzeria except those clearly indicated.
 - b) Preferential rates for some special events, including parties, funerals, weddings,

etc.

c) Vouchers and notification of some exclusive special offers and bonus point opportunities

11. Points earned during a visit will not be available for redemption until the next working day.
12. Points may be redeemed by the customer in any part of The Molly's Grill and Pizzeria at any time during normal business hours..
13. The points allocated through the scheme are personal to the account/card holder to which the points have been allocated. They cannot be transferred to any other person or account. Nor can they be sold, or traded in any way. Loyalty points cannot be redeemed in cash
14. Only one card may be used/permitted per bill/ table
15. The Loyalty Card cannot be used in conjunction with any other offer or on a specially priced menu unless specifically stated
16. In the event of a lost or stolen card it is the responsibility of the customer to report the card missing to Molly's Grill and Pizzeria.
17. If your loyalty card becomes lost, stolen or damaged, you should contact us immediately call 01542383436 during business hours. Your loyalty card balance is only protected from the point in time you notify us that your card is missing. We will freeze the remaining balance on your loyalty card at the time you notify us and will load that remaining balance on a replacement loyalty card.
18. The management reserve the right to amend or change the above conditions without notification, and upon issue of a new set of terms and conditions, it will be deemed as acceptance of these new conditions by the customer
19. The Card must be scanned at the point of purchase to earn the points, and Points will not be awarded retrospectively where the Cardholder fails to present the Card for any transaction
20. Points will be awarded on purchases made in Molly's Grill and Pizzeria and may be redeemed against products or services as advertised from time to time and may change. Points can only be added or redeemed upon presentation of your Card at the till when paying. Please note points cannot be earned or redeemed until you have received your Card.
21. Some promotional offers may not be able to be used in conjunction with the Standard Points issue rates.
22. Whilst your Card does not have a fixed expiry date, if you have not used your Card to make a purchase for 6 months or more, your Card may be cancelled and any remaining points on it may be lost.
23. Cardholders are not sent statements of itemised transactions. You can check the balance of your loyalty card by calling at 01542383436. You will need to have your loyalty card available in order to access your account. The account balance will also appear on your receipt. When you use your loyalty card, you will receive a receipt if you request one but will not be asked to sign the receipt. The receipt will indicate that the purchase was made and will provide the remaining balance on your card. You should keep your receipts to ensure that your account balance is correct
24. We may from time to time offer you bonus points for specific promotions, subject to availability, but you will always be advised of the bonus points when the offer is made. Bonus points will be available to be redeemed only for a limited period of time.

25. You may not be able to earn or redeem any points whilst you are in breach of your account terms and conditions. Where we believe that there has been a breach of your account terms and conditions, we may withdraw points
26. We reserve the right to substitute or remove product ranges/services/offers available for redemption using points awarded according to Molly's Loyalty Card Scheme at any time without notice.
27. Your membership of the M&S Scheme starts when your Account is opened, or when we determine the Scheme is available to you and ends when your Account is closed or when we determine that the Scheme is no longer in operation.
28. We reserve the right to withdraw or cancel the Scheme at any time giving , without prior notice. From that moment, no points will be available for redemption.

Please call 01542383436 if you would like to receive this information in an alternative format such as large print, Braille or audio.

Calls may be recorded for security, training and monitoring purposes.