



## TERMS & CONDITIONS

1 The Keyclub 10 loyalty card ("**Keyclub 10 Card**") is not a store card or a credit card, it is our way of showing our appreciation for your loyalty by rewarding you every time you visit one of our restaurants.

2 All Keyclub 10 Cards belong to Reef Encounter.

3 A holder of a Keyclub 10 Card is here and after referred to as a 'Member'.

4 The Keyclub 10 loyalty scheme ("**Keyclub 10 Scheme**") is operated by Reef Encounter Restaurants under which cardholders accumulate points when they visit Reef Encounter, Boscombe using their Keyclub 10 Card.

5 Keyclub 10 Cards must be presented before or when you request your bill and is not valid in conjunction with any other promotion or offer (points can only be accrued on full price items). Keyclub 10 cards must be present to redeem points. Points cannot be accrued on Deliveroo orders or redeemed against Deliveroo orders.

6 A standard Keyclub Card entitles the holder to member only offers and promotions.

7 A Keyclub 10 Card will receive one point for every £1 spent at Participating Restaurants, to be redeemed anytime between Sunday 6pm and Friday 5pm in Participating Restaurants. For example, £200 will earn you 200 points which equates to the value of £20.

9 Your Keyclub 10 Card is personal to you and points may not be transferred to or from one card to another.

10 You will not receive additional points in respect of any bill paid with Keyclub 10 Points. You will not receive additional points in respect of any bill paid using a discount, points cannot be accrued on a bill paid with a discount.

13 We are not able to retrospectively add points to your card from visits prior to the date of registration.

14 Reef Encounter reserve the right to refuse or revoke any guests membership of the Keyclub 10 Scheme. In certain instances where the Member is suspected of abusing the Keyclub 10 Scheme that Member's Keyclub 10 Points balance will be forfeited and any unused points will be cancelled.

15 Members will be responsible for any loss or theft of a Keyclub 10 card and should notify Reef Encounter by email [info@reef-encounter.com](mailto:info@reef-encounter.com) as soon as they become aware of a lost or stolen card.

16 Reef Encounter shall not be liable for any unauthorised use of any Keyclub 10 Cards.

17 Members shall notify Reef Encounter of any change of address or other personal details. Reef Encounter will not be responsible for any loss of a Keyclub 10 Card or Keyclub 10 Points resulting from any failure of a Member to notify Reef Encounter of such change.

18 The promoter of the Keyclub 10 Scheme and owner of each Keyclub Card is – Reef Encounter 42c Sea Road, Bournemouth, BH5 1BQ. Contact us on 01202 280 656.

19 Keyclub 10 membership is only available to persons aged 18 and over.

20 Prosecco Birthday offer applies when two main courses are purchased 1 week either side of your Birthday date.

23 It is strictly prohibited for a member to join Keyclub 10 more than once to benefit for any privilege. Failure to adhere to these conditions could result in your membership being retracted. Members are invited to join other Keyclub Schemes at other participating restaurants but points are not transferable between restaurants.

24 It is against our terms and conditions for a member to redeem points from a card other than a card registered in their name. Failure to adhere to this condition could result in your card being terminated.

25 Reef Encounter has the right to withdraw, cancel or change the terms of the Keyclub 10 Scheme at any time.

### **Data Protection**

1 At Reef Encounter, we use your personal information to develop and enhance the services we provide to you. We take your privacy seriously and comply with the Data Protection Act 1998. We at Reef Encounter would like to retain any information provided to us about you, including details of purchases made and the use of any information to offer you products and services that are likely to be of interest to you. If you have given e-mail and mobile telephone details to us, we would like to contact you by e-mail or SMS (text messaging) to provide you with information which may be of interest to you. **If you would not like to take advantage of these opportunities please contact us on [info@jamesandwhite.co.uk](mailto:info@jamesandwhite.co.uk).**

2 For the purposes of the Data Protection Act 1998, the data controller in relation to the information you supply is Reef Encounter of 42c Sea Road, Bournemouth, BH5 1BQ. You have the right to ask for a copy of your information (for which we may charge a small fee) and to correct any inaccuracies.

3 You may opt-out of any direct marketing at any time, even if you have previously indicated your consent at some other time, by contacting us at the above address or by unsubscribing from any of our communication.