



BUZZWORKS

BENEFIT CARD

Data Protection Statement

We would like to reassure you that your details are safe with us and will never be released to any other external companies or third party groups for their marketing purposes.

We will use your personal details to send you information about your Benefit Card and details of any future or current promotions. If at any time you would like us to stop sending you e-mails, please let us know and we will do so immediately.

We comply strictly with the terms of the Data Protection Act 1998

TERMS & CONDITIONS

1. The 'Benefit Loyalty Card' is our way of showing our appreciation for your loyalty by rewarding you every time you visit one of our venues. It is not a store card or a credit card.
2. Points are earned on the purchase of all non-alcoholic products. Please note that we are not permitted to award Benefit points on alcohol due to local licensing laws.
3. To protect the balance of your Benefit Card in the event of loss or theft, check your account balance or view your transactions history please register your Benefit Card online at www.buzzworksholdings.com/benefit.
4. Upon successful registration of your Benefit Card we will add an introductory bonus of 400 points onto your Benefit Card.
5. Please note that you are only entitled to receive our 400 points enrolment bonus once (when registering your details and creating an online account for the first time). If you register multiple loyalty cards to your online account Buzzworks reserve the right to withdraw any additional enrolment bonuses you may receive.
6. Benefit Cards must be presented before or when you request your bill in order to get points added. As of 1st March 2012 it will no longer be possible to get points added retrospectively.
7. If you wish to dispute the balance on your Benefit Loyalty Card or dispute one or more Benefit points transactions that are not appearing on your account you must be able to provide the "Frequent Diner" receipt from the transaction in question. This receipt is presented to you when your server returns your Benefit Card after adding points on to it. It confirms the amount of points that have been added to your account and is confirmation that your Benefit Card has been presented on that occasion.
8. Points are awarded on all non-alcoholic products at the rate of 5 points per £1. Every time your points balance reaches 500, we will automatically redeem these points and add £5 of monetary value to your Benefit Card.

9. If your Benefit Card is registered and you visit at least 3 times in the 2 months prior to your birthday we will add a birthday bonus of 500 Benefit points (that's £5) onto your Benefit Card for you to enjoy.
10. Following a visit to one of our venues where points have been added to your Benefit Card please allow up-to 24 hours for them to appear on your online account.
11. Your Benefit Card does not have an expiry date. However, if your Benefit Card remains inactive for a period of one year any stored monetary value will be forfeited and any accrued points will be cancelled.
**Inactivity is defined as not having any points or monetary transactions take place on your Benefit Card within one year.*
12. Expired points or stored monetary value cannot be transferred to a new card, redeemed or reinstated.
13. Buzzworks reserves the right to amend these Terms and Conditions at any time or withdraw the Benefit Card Scheme on reasonable notice; such changes will be posted on www.buzzworksholdings.com/benefit. The amended Terms will apply to your use of your Benefit Card.
14. Buzzworks Holdings reserve the right to terminate any guests membership of the Benefit Loyalty Card Scheme. In certain instances where the member is suspected of abusing the Benefit Loyalty Scheme that member's monetary balance will be forfeited and any unused points will be cancelled.
15. Buzzworks Holdings reserve the right to correct or amend the remaining balance in your account if we believe that an invoicing or accounting error has occurred. If you wish to contest such a correction or amendment to your account balance, please contact our Customer Service Team (details below).
16. You are responsible for any unauthorised payments using your Benefit Card. Therefore please do not allow others to use your Benefit Card.
17. Buzzworks Holdings are not liable for lost, stolen or damaged Benefit Cards. However if you register your Benefit Card with us, we will replace any lost, stolen or damaged Cards with a new Card. Your replacement Benefit Card will be sent out to you with the balance remaining on it at the time you notified us of your lost/damaged/stolen card.
18. Buzzworks Holdings does not warrant or represent that your Benefit Card will always be accepted at Buzzworks venues. For example, in the unlikely event of a failure of Buzzworks IT and communications systems, Buzzworks may not be able to add points or redeem any stored monetary value as payment during such a system failure.
19. Only one Benefit Card may receive points per bill.
20. These Terms & Conditions are governed by UK legislation.
21. If you have any general enquiries, queries regarding your Benefit Card, or if you dispute any transactions that appear on your Benefit Card, please visit www.buzzworksholdings.com/benefit or contact our Customer Service Team at 01292 670190 (9am – 5pm, Monday - Friday).