Loyalty Card - Terms and Conditions

- **1. Meanings.** For the purpose of the following terms and conditions meanings are defined. Loyalty Card: A discount card given to customers when a service of a hot tub is carried out. Jacuzzi Direct: Online store of hot tub, chemicals, accessories, and parts which can be found at www.outdoorlivinghottubs.co.uk. Outdoor Living: Outdoor Living Limited. Customer: A consumer who has booked a service from the 'main menu' of the Service Menu. The Website: www.outdoorlivinghottubs.co.uk.
- 2. Terms and Conditions of Use. These terms and conditions of use (as amended from time to time) (the "terms") together with our privacy policy (the "Privacy Policy") apply to the Loyalty Card and the use of your Loyalty Card and govern the relationship between Outdoor Living Limited and the bearer of the card (you). The use of your Loyalty Card and/or our website (www.outdoorlivinghottubs.co.uk) will constitute acceptance of the Terms. It is important you read and understand both the Terms and Privacy Policy, if you should have any questions relating to either the Terms or the Privacy Policy, please contact Outdoor Living on 01482 212322. The Loyalty Card benefits are offered at the discretion of Outdoor Living and its subsidiaries and affiliates which are a part of Outdoor Living Limited. The Loyalty Card is operated and administrated by Outdoor Living Limited and open to all UK residents over the age of 16 only.

The Loyalty Card cannot be used in conjunction with any other promotion, voucher, or discount unless otherwise explicitly stated.

3. Agreement between User and Us. The Loyalty Card website is comprised of various web pages operated under the domain of *outdoorlivinghottubs.co.uk*. Only the individual that has received a hot tub service and paid in full for said service can use the Loyalty Card.

The Loyalty Card is issued by, and at all times remains the property of Outdoor Living Limited.

The Loyalty Card is simply a loyalty discount card and cannot be used as a credit card, charge card, debit card or identity card.

We reserve the right at all times in our absolute discretion to refuse to register any individual for a Loyalty Card.

- **4. Modification of Terms.** Outdoor Living Limited reserves the right to change the Terms, including (but not limited to) any charges associated with the use of the Loyalty Card.
- **5. Entitlement**. One discount code is applicable per hot tub serviced. Therefore, if any user has multiple hot tubs serviced, they are entitled to multiple discount cards however they cannot be used in conjunction.
- A Loyalty Card will only be issued once the service has been completed and paid for in full, this includes any parts, or extras which were also used during the service.
- **6. Discount.** The Loyalty Card entitles the bearer to 10% off in store 'Jacuzzi Direct' product purchases in both the Hull and Leeds Showroom as well as online at www.outdoorlivinghottubs.co.uk.

Products excluded from the discount are those which are not available for purchase on the online store, this includes but is not limited to; Hot Tubs, Swim Spas, Gazebos, Saunas and Steam.

The discount can only be used after the day of the service.

The Loyalty Card must be presented in store to a staff member to authorise the discount on any purchases. To receive discount online the bearer must enter the discount code upon checkout. It is the responsibility of the bearer to enter the discount code upon checkout as it will not be entered automatically.

7. Conditions. Outdoor Living reserve the right to refuse discount on certain products at the discretion of Outdoor Living Limited. The Loyalty Card discount is not valid on any services provided by Outdoor Living. The Loyalty Card cannot be refunded or exchanged for any monetary value, nor can it be resold or used in an unlawful or prohibited way.

The Loyalty Card cannot be used in conjunction with any other promotion, discount or special offers.

- **9. Expiry.** Every Loyalty card issued will expire 12 months after the month the service took place without exception. The expiry date can be found on the reverse of the loyalty card. If the expiry date is unknown this can be clarified by records, simply call Outdoor Living on 01482 212322.
- Loyalty Cards will not be valid for discount either in store or online after the expiry date and cannot be renewed for monetary value. A new Loyalty Card will be issued for every service completed and paid for.
- **10. Variation and Termination**. Outdoor Living reserve the right to withdraw any and all Loyalty Cards at any time, however, one month's prior notice will be displayed in both the Hull and Leeds Showrooms.
- **11. Liability Disclaimer.** The information, software, products and services included in or available through Outdoor Living Limited may include inaccuracies or typographical errors. Changes are periodically made to the information on the website. Outdoor Living Limited may make improvements and/or changes to the website at any time.

We make no representations about the sustainability, reliability, availability, timeliness and accuracy of the information, products, services and related graphics contained on the website for any purpose.

12. Data Protection and Privacy. By registering for a Service and subsequently a Loyalty Card you will be asked to provide certain personal information, including your name, mobile number, email address and hot tub product information. We are committed to maintaining the security of your personal information and in accordance with the requirements of the Data Protection Act 1998 (and any other applicable data protection laws) and will take all reasonable action to ensure your personal data is kept secure against unauthorised access, loss, disclosure or destruction.

The Privacy Policy will apply whenever you provide us with personal information and is incorporated by reference into the Terms.

Excerpt as required by law, or in accordance with the Terms and the Privacy Policy, your personal information will not be passed to any other person without your permission.