

Britannia & Grand Hotels Terms and Conditions

The Customer (the person to whom this card is issued and registered) hereby agrees to be bound by these terms and conditions in relation to his/her participation in Britannia & Grand Hotels' Customer Loyalty Programme.

1. Following acceptance of the Customer's application to join its Customer Loyalty Programme Britannia & Grand Hotels will supply the Customer with a Loyalty Card with which the Customer can obtain loyalty points and setup an accompanying Customer Loyalty Account into which such points may be collected.
2. The Loyalty Card issued to the Customer remains the property of Britannia & Grand Hotels and shall be returned to Britannia & Grand Hotels upon demand.
3. Loyalty Points are earned and credited to the Customer's Loyalty Account on production of the Loyalty Card when purchasing goods or services from Britannia & Grand Hotels.
4. Loyalty Points credited to the Customer's Loyalty Account may only be redeemed against goods or services purchased from Britannia & Grand Hotels.
5. Loyalty Points have no alternative cash value.
6. Redeemed points cannot be used again.
7. Loyalty Points are personal to the holder of the Customer Loyalty Account to which they are credited and cannot be transferred.
8. Loyalty Points shall be lost if the Customer Loyalty Account is closed or Britannia & Grand Hotels ceases to operate the Customer Loyalty Programme.
9. Vouchers issued are valid from the start date only until the Expiry Date shown.
10. The start date and the expiry date refer to the date when your booking is made and not the date of your stay.
11. Vouchers can be used as part payment for up to 80% of total transaction amount.
12. A maximum of £1000 worth of points will be issued in any one transaction.
13. A maximum of one card per household.
14. Vouchers are only valid when presented with matching ID rewards cards.
15. Cash redemption value = 0.01p (the value of the voucher can only be used as payment for goods and services at participating Britannia & Grand Hotels).
16. Britannia & Grand Hotels may close a Customer Loyalty Account where the Customer has misused the account in any way howsoever or the account is one to which no points have been credited for a preceding period of 12 months. In the event that a Customer Loyalty Account is so closed, all points credited thereto shall be lost.
17. A £10 administration charge will apply to re-issue lost cards.
18. Loyalty points should be collected for all non residential spends on the day of purchase; they cannot be added at a later date.
19. Loyalty points can only be earned from spends made by the named bearer only or spouse of.
20. Britannia & Grand Hotels reserve the right to amend the terms and conditions without prior notice, and any such amendments will be updated on the website.

The Customer gives permission for Britannia & Grand Hotels and Loyalty Pro Ltd, who operate and manage the Customer Loyalty Programme, to record, store and use data and information provided by the Customer to Britannia & Grand Hotels or derived from the Customer's participation in the Customer Loyalty Programme. This data and information may be shared with third parties where the same is necessary to operate the Customer Loyalty Programme.