

**Loyalty Card Application**

Full Name:

Date of Birth:

Full Address:

Phone Number:

Email Address:

Please confirm you accept our T&C’s by ticking the box (T&C’s available online   
or in store)

Please confirm you are happy to be contacted by email for marketing purposes   
e.g. Double-Point Promotions

Sign Name:

Print Name:

Once we have received your application please allow one week before picking up your Loyalty Card from the shop.

**Loyalty Card Terms & Conditions**

Application:

When you apply for a Loyalty Card we’ll ask you for some personal details – including your full name, date of birth, home address, email address and phone number. We’ll use your email address to contact you for service matters regarding your Loyalty Card and for marketing if you’ve given us permission.

We’ll keep all your personal details safe and only use them as outlined in our privacy policy: <https://www.frankiesfishandchips.com/privacy-policy>

Any Loyalty Card holder must keep Frankie’s informed of any changes to their personal details. Frankie’s cannot be held responsible for any loss of points incurred as a result of out of date details.

If you would like to change your details, you’ll need to give us your Loyalty card number with your name and postcode so we can find your account. We’ll need to check your identity by asking you for some personal information. In some cases we may also ask you for proof of your new name or address.

To benefit from Frankie’s Loyalty Card you must be a United Kingdom resident aged 16 years or over.

Once we have received your application please allow one week before picking up your Loyalty Card from the shop.

Loyalty Card:

All Frankie’s Loyalty Cards belong to Frankie’s. You’re responsible for keeping your Loyalty Card safe. If you lose it or someone steals it and uses it, we’re not responsible for any losses or damages that happen as a result. If you would like a replacement card, these are available at a price of £1.00.

The Frankie’s Loyalty Card scheme is only valid in the store, not at any event or catering out with this.

There is only one loyalty card per customer allowed. If we identify that you hold two or more Frankie’s loyalty cards, we may cancel any additional accounts at our discretion.

The Frankie’s Loyalty Card scheme is for personal use only; business use is strictly prohibited and constitutes abuse. Frankie’s reserves the right, at point of purchase or retrospectively, to determine whether a transaction constitutes business usage.

Frankie’s can take any action it considers appropriate, including removing or suspending a Frankie’s Loyalty Card account and points accrued if we have reason to believe you are abusing the scheme or associated offers.

Frankie’s can cancel, withdraw or alter the loyalty scheme at any time.

Points

The standard number of points you will collect is one Loyalty Card point for every £1 you spend on qualifying purchases; however the number of points collected can vary, eg Double-Point Promotions.

Points will be added to your Loyalty Card account at the time you buy products included in the scheme.

If you forget your Loyalty Card, we are unable to add on points you would have earned at a later date.

Points will not be awarded on non-qualifying products such as gift vouchers or carrier bags. Other products may also be excluded from the scheme at the discretion of Frankie’s.

Frankie’s reserves the right to withdraw points promotions/offers without notice.

One point is worth one penny to spend on products in store. We will not exchange Loyalty Card points for cash and any offers are non-transferable.

Frankie’s reserves the right to ask for identification such as a driving licence when spending points to confirm your identity.

We reserve the right to substitute or remove products and services available for Loyalty Card points collection and redemption without notice.

Spending points may be subject to network availability in store.

Members can earn a maximum of 10,000 points annually.

Frankie’s may set a limit on the number of times points may be awarded for promotional items on which additional points are available. Individual promotions may have different limits as communicated in their purchase conditions. Any participation in promotional offers above and beyond what could objectively be considered consumer behaviour or personal use may be considered as abuse of the scheme.

If you buy a product with your Loyalty Card points and it falls below an adequate standard and you then choose to return it in store, we cannot credit your account with the points you have spent, if necessary, we can provide you with a gift voucher for the same amount. No cash refund will be given in these circumstances.

Members may inherit the points or vouchers of a family member who has passed away by providing a written request informing us of the loyalty card details of the deceased.

Cancelling your Loyalty Card

You can cancel your Loyalty Card at any time by telling us. By leaving the scheme members forfeit the right to any points or vouchers already accrued or issued.

Frankie’s will remove Loyalty Card points from any Loyalty Card accounts that haven't been used for one year or have been closed.

We’ve the right to change these terms and conditions by giving you reasonable notice – for legal, regulatory, business or policy reasons. If you continue to use your Loyalty card after any change, this will be an acceptance of these new terms and conditions.