

## Terms and Conditions

### ANGLIAN COUNTRY INNS LTD (ACI) GIFT CARD & eGIFT VOUCHER

These terms and conditions ("Terms") relate to the supply of any of the products ("Products") and/or services ("Services") listed on this website at <https://loyalty.acinns.co.uk/gifts/> ("Website"). Any reference in these Terms to "we", "us" or "our" is a reference to ACI and any reference to "you" or "your" is a reference to any user of the Website and, where relevant, the recipient of any Product or Service from the Website ("Recipient").

THESE TERMS ARE BINDING: Please read these Terms carefully and make sure that you understand them before using the Website. If you do not understand any of these Terms you can ask us to explain them further by sending an email to [info@acinns.co.uk](mailto:info@acinns.co.uk). Your use of the Website indicates your unconditional agreement that you accept and agree to be bound by the Terms in effect at the time of usage. We may alter all or any part of these Terms (including the Products and Services which are available from the Website) at any time. If you do not accept the Terms, you should not use the Website. You should review these Terms regularly as your continued use of the Website means you accept the Terms as modified. Please understand that if you refuse to accept the Terms, you will not be able to order any Products from the Website.

These Terms were last updated on: 5<sup>th</sup> April 2018  
You should save a copy of these Terms for future reference.

#### GENERAL

1. The Products available via the Website are digital gift cards ("eGifts").
2. Gift Cards and eGifts shall in each case be treated as cash (to the value of the purchase).
3. eGifts purchased via Website Sales can be purchased in £Sterling with a minimum value of £1 and a maximum value of £1,000.
4. Payment for Gift Cards and eGifts can be made via VISA or MasterCard, debit or credit card.
5. Each transaction is subject to fraud checks and ACI reserves the right to refuse an order if the payment is subject to additional verification or scrutiny or for any other reason, without providing explanation.

#### ORDERING FROM US

6. To purchase an eGift from the website, either select an amount from the available buttons or enter the amount required. When your order has been processed and we have taken payment, you will receive an email (within 24 hours from the time of purchase during normal business hours from Monday to Friday) containing a link to the purchased eGift. ACI accept no responsibility for the customer inputting the incorrect email address to which the eGift should be delivered.
7. Risk will pass to the customer upon delivery and title will pass upon receipt of payment in full. ACI accepts no liability for lost, stolen or damaged Gift Cards once risk has passed to the customer at time of delivery.
8. If you do not have enough funds on your Gift Card or eGift to cover the total cost of your purchase you can split payment between your Gift Card or eGift respectively and another payment method. If you do have enough funds on your Gift Card or eGift to cover the total cost of your order, split payment will not apply any unused funds will remain on your gift card.

9. Once your payment has been received the following cancellation and refund policies apply under the following circumstances:

- i. full refunds are offered within 7 days for any reason or for faulty or damaged Gift Cards;
- ii. if a Gift Card is yet to be despatched, a full refund will be offered;
- iii. if a Gift Card has been despatched and still has the full balance on the Gift Card, a refund will be offered minus any delivery charges of the gift card;
- iv. if an eGift has been delivered and still has the full balance on the eGift, a full refund will be offered;
- v. if a Gift Card has been despatched and part/all of the balance has been used, no refund will be offered; or
- vi. if an eGift has been delivered and part/all of the balance has been used, no refund will be offered.

10. Any request for refunds can be made by contacting ACI on **accounts@acinns.co.uk** or calling 01462 416540

11. The Gift Card or eGift will be valid for 24 months from the date of order. Any balance remaining will be deducted to nil and forfeited.

12. The collection and management of your credit card data and personal information which is collected, processed and managed is solely used to authorise payment and is not held by ACI. Any personal data collected will be processed in accordance with GDPR.

13. Gift Card and/or eGift quantities should be checked immediately upon receipt. Any discrepancies must be notified immediately to ACI by calling 01462 416540 or emailing [accounts@acinns.co.uk](mailto:accounts@acinns.co.uk). ACI cannot be held responsible for any shortage or loss of any Gift Cards not notified to ACI within seven working days of delivery or the specified delivery date in respect of lost cards.

14. Payment is taken at the time of purchase of the Gift Card. Cleared payment is required prior to the despatch of orders.

15. Whilst the contents of the gift card website are checked for accuracy, ACI cannot be held responsible for omissions or errors or any statements made on the site. Nor is ACI responsible for any losses incurred if information is used from the website or if accessing the site may result in viruses to your computer equipment.

16. Gift Cards and eGifts can be redeemed in all ACI sites against food, drink and accommodation.

#### DESPATCH OF ORDERS

17. Gift Cards ordered over the phone will be sent to the delivery address requested. Deliveries will be made using First Class post, Registered Signed For via Royal Mail and an additional charge for postage will be made. Gift Cards sent by Registered Post will require a signature on arrival.

18. Gift Cards will normally be despatched within 24 hours unless a later delivery date is specified. During busy periods, despatch can take up to 5 working days.

19. By accepting a gift Card or eGift, the Recipient is deemed to have agreed and assumed the rights and obligations of these Terms.

#### PRIVACY

20. Your privacy matters to us. You can learn how we handle your information when you use our Services by reading our privacy policy.