

# Eat and Drink loyalty points

## Terms and Conditions

We follow all University information guidelines and procedures that apply to all Staff and Students, please note that we will collect anonymized sales trends to issue promotions.

The terms and conditions of use are listed below. If you have any questions please **contact us**.

### COLLECTING POINTS

1. Points can be collected in all catering outlets managed by York Commercial Ltd. We reserve the right to add or remove outlets participating in the scheme.
2. Customers must scan the Eat & Drink barcode from the UoY app at the end of the transaction before making a payment. Points cannot be claimed once payment has been processed.
3. Some items, such as Catered Meals, College Night Meals, Meals in Advance, are excluded from the scheme. York Commercial Ltd reserves the right to add or remove the allocation of points on items.
4. To earn points, members must spend above a specified amount on qualifying products in a single transaction. The number of points granted may change without notifications.
5. We reserve the right to remove points from a member's account at any time if products are returned for any reason and a full or partial refund is given.
6. Points have no value until these are redeemed against a transaction and cannot be redeemed against cash payment.
7. York Commercial Ltd is under no obligation to award points for any reason outside of qualifying transactions.
8. Points cannot be accrued with voucher transactions.
9. Points can not be accrued with budget transfer transactions.

### REDEEM POINTS

1. Points can only be redeemed in outlets managed by York Commercial Ltd. We reserve the right to add or remove outlets participating in the scheme.
2. Points can only be redeemed at the end of a transaction.
3. All points are redeemed at spend unless the points amount exceeds the basket amount.
4. Payment will be taken when the total of points is not enough to settle the full balance of the transaction.
5. Points are not accrued against a transaction or part of a transaction redeemed with points.
6. York Commercial Ltd reserves the right to withdraw or amend the points process at any time and without notice.
7. Any inactive account will be closed after 12 months.
8. Points must be redeemed between the 1st of August and 31st of July of each year. The balance will be cleared and reset after the 31st of July.

### NON-UNIVERSITY MEMBERS

1. A physical card will be issued to customers without a University of York email address
2. All the above T&Cs apply to the card condition of use
3. An email address will be collected to allow the management of points
4. Renewal of a lost card will incur a £10.00 fee
5. Lost or found cards should be reported to **YCL-catering@york.ac.uk**