

HORNSBYS REWARD PROGRAMME TERMS & CONDITIONS

Eligibility And Registration Of A Reward Card

1. The Reward Programme is open to all UK and Republic of Ireland residents aged 18 years or above who wish to apply for a Reward Card, excluding any person eligible for Hornsby Travel Services Limited staff discount.
2. When you register a Reward Card, we will set up an individual online account for you which will record the Points you have collected and the Rewards earned.
3. Reward Cards are issued by us and remain our property. If requested, you may be required to return your Reward Card to us or to destroy it.
4. You are responsible for notifying us if your details change. We are not responsible for delayed or undeliverable mail, e-mail or text messages. You can notify us of a change of details online at www.hornsbytravel.co.uk or call our office on (01724) 282255.

How To Collect Points

1. Points are available on purchases made within Hornsby Travel Services Limited, online at www.hornsbytravel.co.uk or over the phone on (01724) 282255. Points cannot be collected, nor can Rewards be redeemed, on Gift Vouchers or with Agents.
2. Points will be awarded per booking, per person. Reward Points are allocated to each Tour or Day Excursion individually. We reserve the right to amend this structure as and when we deem it necessary. Current Points and Rewards information is available at www.hornsbytravel.co.uk.
3. To register for Reward Points please visit our office (51 Ashby High Street, Scunthorpe, North Lincolnshire, DN16 2NB) or call (01724) 282255 or visit hornsbytravel.co.uk.
4. In the event you receive a refund on goods, all Reward Points received as a result of that purchase will be deducted from your current balance and not count towards your rewards.
5. Points shall become invalid when the Reward account is closed and may not be subsequently redeemed or transferred.
6. Please note that your Points balance may not be updated immediately when you make a qualifying purchase. You may need to wait 24 hours before the Points show in your account for both in person and online purchases.

How To Redeem Rewards

1. The Reward account holds the Reward value you have collected.
2. Rewards can be used as payment for purchases in Hornsby's Office, over the phone or online at www.hornsbytravel.co.uk. Rewards cannot be used for the payment of Gift Vouchers. Please check if Rewards can be used before making your purchase. When you use Rewards as payment, you will not earn Points on that purchase.
3. Rewards can be used in conjunction with any Rewards offer (e.g. Double Points events), subject to the terms and conditions of that offer.
4. Rewards are not valid for use during selected promotional events or offer periods. Please check the event or offer terms and conditions to avoid disappointment.
5. Rewards must be used by the expiry date given in your Reward Online account and are subject to these terms.

6. Rewards cannot be sold or exchanged from one card member to another.
7. We are not responsible for any Rewards that are unused by their expiry date.
8. Reward Cards must be treated as cash. We cannot be held liable for Reward Cards which, once registered, are subsequently lost, stolen or damaged. In the event of loss please contact our office on (01724) 282255. If there was a reward value on the lost card, this value, and any points balance, will be accessible via your online account until a new card is registered to the account as a replacement.
9. Any or all Points that have not been issued or used towards Rewards as and when the Reward Programme terminates shall become void. Rewards already issued prior to the termination of the Reward Programme shall remain valid until their expiry date.
10. We reserve the right to refuse to process a Reward which we deem to have been tampered with, duplicated, damaged or which otherwise is suspected to be affected from fraud.

General

1. We reserve the right to amend or terminate the Reward Programme or these Terms at our sole discretion at any time, with or without notice.
2. We may refuse to redeem Rewards and/or authorise the issue of Points if we consider that the Reward Programme and/or the account are being misused, or if you are in breach of any of these Terms.
3. We reserve the right to close any Reward Card that has been inactive. If we do this, we will notify you in advance.
4. These Terms are subject to English Law. Our liability for a breach by us of these Terms shall be limited to you. If you suffer loss as a result of such breach, our sole liability shall be to credit you with Points in the event that such Points were incorrectly deducted or should have been credited but were not.
5. Nothing in these Terms shall limit our liability in respect of death or personal injury caused by our negligence.
6. In the event of any conflict or inconsistency with any other communication, including advertising, marketing or promotional material, these Terms shall prevail.
7. You may contact us at any time by writing to the following address: Hornsby Travel Services Limited, 51 Ashby High Street, Scunthorpe, North Lincolnshire, DN16 2NB
8. The Reward Programme is administered, and Reward Cards issued, by Hornsby Travel Services Limited, 51 Ashby High Street, Scunthorpe, North Lincolnshire, DN16 2NB – Registered in England, Company Number: 1490282 – VAT No. 31 095 9855