



## **GROW Terms and Conditions**

1. These terms and conditions, in conjunction with the privacy policy of William Strike Ltd, are applicable across the Grow Rewards scheme and any participation is considered as acceptance. Additional terms and conditions may be in place for optional elements of the scheme, examples of which include, but are not limited to, prize draws and competitions. Members can change the opt in preferences at any time by contacting [growrewards@klondyke.co.uk](mailto:growrewards@klondyke.co.uk).
2. Grow Rewards membership is valid for twelve months from the day of registration and your Grow Rewards card can be used in any centre within the Klondyke Group. Members must register their Grow Rewards membership card instore to be eligible for all member benefits. To be a member of Grow Rewards you must be aged 18 or over and be a resident in England, Scotland, Wales or Northern Ireland.
3. Only one named member per membership is allowed.
4. To have a Grow Rewards membership card you must register and activate your card instore.
5. Members will be required to opt in to receive marketing information, offers and events from Grow Rewards as part of their membership benefits. William Strike Ltd will not pass on your personal details to any third party except where we have your permission, where we are required to do so by law and to contracted companies who provide a service to us. Your personal data is held and used for the length of your Grow membership. It will be securely deleted twelve months after the date of membership expiry. For full details on our Privacy Policy please visit [klondyke.co.uk](http://klondyke.co.uk).
7. Your Grow Rewards membership card can only be used by the named and registered member. It cannot be transferred or copied and must be presented at the point of purchase in store to qualify for reward points.
8. Your Grow Rewards card must be presented when returning any goods allowing us to debit the appropriate points from your card. If a refund is completed after reward points have been issued, then points earned in the original transaction will be deducted and the points balance may become a negative value. If goods are returned having been purchased with reward points, points will be refunded within 7 working days.
10. The Grow Rewards membership card is issued by and remains the property of William Strike Ltd who reserves the right to terminate the scheme without prior notice and/or, on reasonable grounds, withdraw or cancel any Grow Rewards card that they feel have been subject to abuse or attempted abuse.
11. Grow Rewards discounts and exclusive member offers may not always be valid in conjunction with other discounts, offers or promotions.
12. Any promotional vouchers linked to Grow Rewards are non-transferable and are valid only for use with the card holder. As such they cannot be sold or transferred for any monetary gain.
13. William Strike Ltd reserve the right to alter or delete any of the Grow Rewards benefits or points at any time without prior notice.
14. The Grow Rewards card cannot be used in conjunction with any Interest Free Credit facilities provided by William Strike Ltd.

### **Reward Points**

15. Members can collect five reward points for every £1 spent in a single transaction (after discounts). Points are issued per product based on one point for every 20p.
16. A valid Grow Rewards membership card must be presented and scanned at the till point in store at the point of purchase to collect reward points. Reward points will be allocated to the account associated with the membership card swiped. Reward points can be added retrospectively if presented with a validated Grow receipt.
17. Unfortunately points cannot be collected at third party concessions in Klondyke stores or when purchasing gift cards and vouchers, stamps, all event ticket purchases, Grow reward card membership, Calor gas, products from concessions and other products from time to time as notified. Points cannot be collected or used in conjunction with any interest free credit facility. Other exclusions may apply
18. Each point you earn has a redemption value of 1p against qualifying merchandise, and is for use in Centre only. Points can be used for full or part purchase of qualifying products. Points are unable to be redeemed against the purchase of gift cards and vouchers, stamps, all event ticket purchases, Grow reward card membership, Calor gas, products from concessions and other products from time to time as notified. Other exclusions may apply.
19. Points not redeemed within 30 days of the expiry date of your Grow Rewards membership will be deleted. If membership is not renewed within 30 days of expiry, points will not be transferred.
20. William Strike Ltd reserves the right to alter the terms of the points reward system at any time.

### **Member Events**

21. Members will receive invites to exclusive member events either via instore kickbacks or via email. Grow Rewards will only be able to send invites if we have a valid email address for the member. Members can update their details at any time by contacting the GROW Rewards Helpline 01324 711727

### **Regular Email with News, Member Offers & Promotions**

22. In order to receive emails from Grow Rewards, members must provide us with a valid email address and be opted into receiving email communications from Grow.
23. Member offers are subject to stock availability and no cash alternative or substitution is available.

### **World in Miniature Free Entry**

24. Grow members are entitled to free admission (adult or concession) to A World in Miniature Museum within Houghton Hall Garden Centre, Houghton, Carlisle CA6 4JB during their valid membership period.

### **Renewals**

25. Members will be contacted 30 days before their membership is due to expire with a renewal reminder.

### **Hot Drinks**

26. Free Hot Drinks have now been removed as a Grow Rewards benefit. This change to member benefits took place on 4th June 2020.

**Variation**

We reserve the right to amend or waive any provision of these Terms and Conditions from time to time and at any time, or to terminate the GROW Reward membership scheme on reasonable notice. The Terms and Conditions applicable to the use of the GROW Rewards card shall be at any time the terms and conditions published on the Klondyke Group website and your use of a GROW Rewards card shall constitute your acceptance of such terms and conditions.

Updated 28th April 2021