



Terms and Conditions

July 2015 version 1.0.0



Welcome to “The Nevill Arms Dining Club”

Thank you for choosing to become a member of The Nevill Arms Dining Club. This document contains a summary of the key provisions affecting individual members. It outlines terms under which The Nevill Arms Public House operators its membership scheme. These terms and conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. English law applies to our relationship with you.

Definitions

Company means The Nevill Arms Limited.

Management means The Nevill Arms owner and managers.

The scheme means The Nevill Arms Dining Club Membership scheme.

Your card is any card that we give or send to you to use.

Trading period is the time period you able to use the card.

Item is the payment made for trade done while on the premises.

Purpose of the membership scheme

The membership scheme is designed to reward members for their loyal custom. Through this scheme the Nevill Arms hopes to show its appreciation to those people whose patronage has made the Nevill Arms the thriving business it is today. And in doing so ensure there is home for good quality food and service.

Application for membership

We welcome applications from customers who share our values and principles. As a member you are required to agree with the terms of use and to inform of any changes that may affect our ability deliver the service to you. The issuing to cards is always are the discretion of the management. If you have any questions or queries regarding the service please contact the management so we answer and take any necessary action.



Data Protection

The information supplied will be kept in the strictest confidence and not made available to the any third party.

Ownership of the card

The Nevill Arms Dining Club Membership card is issued by and remains the property of The Nevill Arms Public House. Your card is evidence of your membership and you will be required to produce this in order to qualify for any offers associated with your membership. The membership card is not a credit card, cheque guarantee card, debit card or a savings account card.

Standards terms of membership

Listed below are the terms under which use on the membership is granted.

- All offers associated with the membership are at the discretion of the management.
- Cards are non-transferable and cannot be used by others in proxy.
- The management reserve the right of refuse use of the card at any time and for any reason.
- In accepting the membership card and the benefits that go with it you authorise the company to make you aware of the scheme offers via email or loyalty app.
- Which items are eligible for reward via the scheme will be defined by the management.
- Membership rewards cannot be applied at the same time as other offers running at the same time or a special event menu.
- Membership rewards only apply to the member and named partner.
- In the event of any conflict over the scheme the company has the final ruling.
- Any rewards are only applied upon producing of the membership card.
- In order to keep our records up to date the member is obliged to let the management know of any changes to their email address.
- A member may request to be taken off the membership at any time by emailing us or informing the management when they are in the premises.
- Card holder or partner must be present.
- Not available on bespoke menus.
- Current rewards will be available on the website and in the premises
- Any refunds will be at reward price not the listed price.
- The scheme is not applicable during bank holidays, Christmas and New Year