

WILLOWS LOYALTY APP – T&Cs

Overview

These terms and conditions apply to your access to, and participation in, services provided by BEAN BOX CAFÉ LTD TA WILLOWS (hereafter referred to as Willows). These terms and conditions, together with the Willows Privacy Policy (“Privacy Policy”) govern the relationship between BEAN BOX CAFÉ LTD TA WILLOWS LTD, a company incorporated in England with company number 12342240 whose registered office is at C/O Weller Mackrill Ltd, Chartered Certified Accountants, South Building, Upper Farm, Wootton St Lawrence, Basingstoke, Hampshire, RG23 8PE, and Users of services provided by Willows. Use by you of the WILLOWS App will constitute acceptance by you of this Agreement. This agreement overrides any statements on the website and/or the App if they are different. You must therefore read it carefully. Please print a copy of this agreement for your records. If there is anything you do not understand, please contact Willows: willowscoffeehouse37@gmail.com.

Changes

Willows reserves the right to change, modify and/or eliminate the services provided and/or these terms and conditions, or any policy, FAQ or guideline pertaining to the services provided at any time and in its sole discretion. Any changes or modifications will be effective immediately and you waive any right you may have to receive specific notice of such changes or modifications. Your continued participation in the services provided confirms your acceptance of such changes and modifications.

Age & Data

Willows, and the services it provides, is not intended for use by anyone under the age of 18. Please read the Privacy Policy carefully to understand how the Company collects, uses and discloses information about its customers.

Sign Up

To enrol in the services provided by Willows, download the App to your mobile device and follow the prompts to create an account through the App. Your membership enables you to earn loyalty stamps and to redeem those stamps on certain purchases at 37 Church Street, Basingstoke, Hampshire, RG21 7QQ, UK. Your membership can only be registered in the name of an individual and only one membership may be registered in the name of each individual.

Qualifying Purchases

The rules for a Qualifying Purchase are either indicated within the App or are as listed here. In the event of any ambiguity, the rules laid out here shall prevail.

Promotions: promotions posted on the app are subject to availability & are at the discretion of Willows. Any disputes should be sent to willowscoffeehouse37@gmail.com with any supporting evidence.

Loyalty: Stamps are valid on any drinks bought at 37 Church Street, Basingstoke, Hampshire RG21 7QQ. One stamp per drink/item, as per the Willows' discretion.

- Stamps can only be earned at the time of purchase and only if stamp tag is scanned at the point of purchase.
- The App can't be used in conjunction with any discount or privilege card whether issued by us or by any third party.

Redemption

In order to redeem stamps, you should present the relevant screen to a member of staff. Expired redemptions are not reversible at any time.

General

- There are no membership fees associated with using the Willows app service & stamps accumulated have no cash value.
- Your account is personal to you and may not be sold, transferred, or assigned to, or shared with, family friends or others.
- The Company reserves the right to remove accounts and make ineligible for the stamps collected any account.

Expiry and Cancellation

Your membership does not have an expiry date. You may delete the App at any time. If you wish to cancel your membership altogether, you can do so in the profile section in the app. If you cancel your membership, you will lose the right to redeem all stamps that are unused at the time of cancellation. We may, on notifying you, forfeit all accrued stamps, and/or suspend your right to collect and/or redeem Points if you are in breach of this agreement, if we have reasonable grounds to suspect that you are engaged in fraudulent or other criminal activities relating to us, the App, or if you supply false or misleading information to us.

Loss, theft, damage

You should treat your stamps like cash in a wallet. If you lose your phone or it is stolen, or if someone else accesses your membership through the App, you may lose any stamps you have accrued.

Complaints procedure

Complaints regarding any element of your membership or user of Willows services should be sent in writing to the trading address or by email to willowscoffeehouse37@gmail.com and addressed to the Owner.

Compensation

Stamps earned through using your membership are not covered by any compensation scheme.

Customer Services

If you need assistance or if you have any enquiry relating to your membership or use of the app, you can contact us by sending an e-mail to willowscoffeehouse37@gmail.com.

Data protection and privacy

While registering to become a Member through the App, you will be asked to provide certain personal information, including your name and email address. We are committed to maintaining the security of your personal information in accordance with the requirements of the Data Protection Act and will take all reasonable steps to ensure that your personal data is kept secure against unauthorised access, loss, disclosure, or destruction. The Privacy Policy will apply whenever you provide us with personal information.

Liability of Bean Box Café Ltd TA Willows

Willows shall not be held liable for any default resulting directly or indirectly from any cause beyond our control, including but not limited to, failure of network services and failure of data processing systems.

Your rights as a consumer

As a consumer you have legal rights in relation to goods that are not of a satisfactory quality or fit for purpose and services not carried out with reasonable care and skill. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards Office. Nothing in this agreement will affect these legal rights.

Governing law

This agreement is governed by English law.