

COFFEE LOYALTY CARD - TERMS & CONDITIONS



Eligibility

- Open to all customers aged 16 or over.
- Only one loyalty card per customer may be used at a time.

How It Works

- Receive 1 stamp per qualifying hot drink purchase (coffee, tea, hot chocolate).
- After 9 stamps, receive your 10th hot drink free.

Redemption

- Free drink will be a regular size.
- Extras (e.g., syrups) are not included but can be added at standard cost.

Card Use

- Loyalty cards must be presented at time of purchase. Stamps cannot be added retrospectively.
- One stamp per customer, per qualifying transaction. Multiple drinks purchased in a single transaction will only qualify for one stamp.
- Cards cannot be transferred, sold, or combined with other offers or promotions.

Lost or Damaged Cards

- We are unable to replace lost or damaged cards or transfer stamps between cards.

Expiry

- Stamps are valid for 6 months from the date of the first stamp.
- Unused cards may expire after this period.

Abuse or Misuse

- We reserve the right to refuse, cancel, or withdraw loyalty cards where we suspect misuse or fraudulent activity.

Changes to the Scheme

- We may change or withdraw the loyalty scheme at any time without prior notice, but we'll do our best to inform regular users.

Contact

- For any questions about the loyalty scheme, please speak to a member of staff or contact events@blackburnehouse.co.uk.