

Whilton Mill Ltd

Terms and Conditions of Loyalty Scheme

1. Your first use of the Loyalty Card, to collect stamps or otherwise, is deemed acceptance of these terms and conditions.
2. For every visit attended and paid for in full with us, Whilton Mill Ltd, you can collect one stamp. You must ask for the stamp at the time of your visit, as this will not be added on later.
3. Once you have collected 4 stamps, you will have the option to hand in your Loyalty Card and redeem a free 30 minute "Arrive and Drive" session for 1 person on our Mill 450m circuit or National 960m circuit. If you choose this option, you must hand in the physical card at our reception desk and the card will be destroyed. You will not be able to collect any further stamps on this card. Please ask us for another card if you would like one, and the process as above will start again.
4. If you decide not to redeem your free session after 4 stamps, you have the option to continue collecting on the same card until you have a total of 8 stamps. At this point, you will have the option to receive 20% off your next booking. The discount will only apply to your individual booking – if you make a group booking, we will deduct the 20% from your personal session only. Please contact us before making your booking to let us know you have 8 stamps on your Loyalty Card and would like to redeem them. You will need to hand in the physical card at our reception desk on the day of the event and the card will be destroyed. If you are unable to do so, you will need to pay the full, non-discounted balance on the date of the event but will be able to use the Loyalty Card another time. Once redeemed, please ask us for another card if you would like one, and the process as above will start again.
5. The Loyalty Card cannot be redeemed in conjunction with any other offers or discounted events. However, you can still collect stamps at discounted events.
6. We reserve the right at any time to end the loyalty scheme or to amend these terms and conditions and will post reasonable notice of this on our website (www.whiltonmill.co.uk). Please check our website regularly to ensure you are familiar with the current version. We also reserve the right at our sole discretion to decline any membership to the scheme.
7. The Loyalty Card (and any stamps accrued on it) is non-exchangeable, not redeemable for cash, and cannot be transferred to another person.
8. We can take any action we believe to be appropriate if we have reason to believe that you are abusing the loyalty scheme or have breached any of these terms and conditions. If we cancel your Loyalty Card as a result, any stamps accrued will also be cancelled.
9. By accepting our Loyalty Card, you agree to receive marketing communication from us – please contact us if you do not wish for your details to be used in this way.
10. All event bookings are subject to separate terms and conditions – copies are available on request.