

Whilton Mill Ltd

Terms and Conditions for Vouchers

1. All vouchers issued by us, Whilton Mill Ltd, are subject to the following terms and conditions. When you place an order for a voucher and we, Whilton Mill Ltd, accept it, a legally binding contract is made, the terms and conditions of which are set out below.
2. The voucher is valid for a period of 12 months only from the date of purchase. Please retain your receipt, as proof of purchase.
3. If you are not present when the voucher is purchased, we will send it to the address requested by you, by secure post or courier. We will endeavour to deliver the voucher within 3 working days from acceptance of your order, but time of delivery will not be of the essence and we will not be liable for any delay in delivery or losses arising from such delay.
4. Upon delivery or receipt of your voucher, you must examine it and give immediate written notice to us of any damage, defect or shortage.
5. Vouchers cannot be replaced if they are lost, stolen or damaged. If you are sending a voucher on, we strongly recommend that you use a secure service.
6. The voucher cannot be exchanged and it is not refundable or redeemable for cash. It cannot be used in conjunction with any special promotions or offers, without our prior consent.
7. If you would like to make an event booking that is worth more than the face value of the voucher(s), you can pay for the difference by cheque, credit or debit card, by BACS or in cash. If the purchase is for a lower amount, no change can be given.
8. The voucher must be physically presented to us at the time of making your booking, in order to be redeemed. We cannot refund any monies paid, if the voucher is presented after payment has been taken for any booking. To be valid when presented for exchange, vouchers must be complete and undamaged.
9. We reserve the right at any time to discontinue a voucher 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.
10. We may use your details to send you marketing communications from us and you agree to this, unless you specifically request otherwise – therefore, please advise if you do not wish for your details to be used in this way. All information provided by you will be treated securely and strictly in accordance with the Data Protection Act 1998.
11. Nothing in these terms and conditions seeks to, or will, limit or exclude your statutory rights – including, but not limited to, your statutory rights as a consumer, where applicable.
12. These are the voucher terms and conditions only. All event bookings are subject to separate terms and conditions – copies are available on request.