

OLD SWAN INN – LOYALTY CLUB Recommend a Friend Scheme T&C's 24th December 2018

Terms and Conditions for the **Recommender**:

- 1) To register to become a **Recommender**, you must contact us directly and we will set up a unique voucher code which you can share with your friends, family or colleagues etc., which they will use to get £50 off their booking and you the **Recommender** will receive a £25 Virtual Voucher Credit.
- 2) To become a **Recommender** you must be subscribed to the Old Swan Inn VIP Members mailing list, so we can keep you updated on the scheme. As a **Recommender** you can only promote a **Recommended Guest** who has not stayed at the Old Swan Inn before.
- 3) The offer is available from 24th December 2018; we regret the offer cannot be applied retrospectively to existing bookings.
- 4) The **Recommender** will receive a £25 Virtual Voucher Credit for each booking they generate. Note that each credit is issued on a per booking basis. A booking is only deemed complete once the **Recommended Guest** has paid their deposit and cleared funds received.
- 5) The **Recommended Guest** must enter your unique voucher code when completing our online booking system. We will then automatically apply the £50 discount to the new booking made by the **Recommended Guest**. The Old Swan Inn will within 14 days email the **Recommender** notifying them that their unique voucher code has been used. We will make a note that it has been applied and keep a tally of how much credit the **Recommender** has. If the **Recommender** has a pending booking of their own, we will deduct the credit from their existing outstanding balance.
- 6) The £25 Virtual Voucher Credits are only valid for a calendar year with effect from the date the booking is made by the **Recommended Guest**. After a calendar year the Virtual Voucher Credit will expire. It is the **Recommender's** responsibility to keep a record of when their voucher credit expire. The Old Swan Inn can be contacted at any time to confirm any credit balances, but the Old Swan Inn will not contact each **Recommender** when a Virtual Voucher Credit expires.
- 7) Virtual Voucher Credits may not be exchanged for cash and are non-transferrable.
- 8) Virtual Voucher Credits can be used against any new booking made by the **Recommender**. But if the holiday has already been discounted you may need to contact us directly to apply your Voucher Credits to the booking. You can do this by calling Saran or Richard on 01239 891248 or 07866 967154.
- 9) The Old Swan Inn will cancel a Virtual Voucher Credit if the **Recommend Guest** cancels their booking. So we will either:
 - i. Delete the Virtual Voucher Credit from your Tally of Virtual Voucher Credits,
 - ii. Or If the Virtual Voucher Credit has been used on a pending booking of your own, we will cancel the credit to your booking therefore increasing the outstanding balance by £25,
 - iii. Or if the relevant Virtual Voucher Credit has been used, we will delete the next oldest one from your Tally of Virtual Voucher Credits,
 - iv. Or your Virtual Voucher Credit Tally will become negative by £25 if you have no balance available.

- 10) There is no end date for this offer of the 'Loyalty Club Recommend a Friend Scheme', but the Old Swan Inn reserves the right to withdraw it at any time; should the offer be withdrawn Virtual Voucher Credits already issued will remain valid.
- 11) If circumstances prevail and the Old Swan Inn ceases trading for any reason, then any Virtual Voucher Credits will be cancelled, but wherever possible you will be given notice prior to this so that you can use the Virtual Voucher Credits.
- 12) The Old Swan Inn reserves the right to amend the Terms and Conditions of this scheme at anytime.

Terms and Conditions for the **Recommended Guests**:

- 1) The £50 per booking discount is available to new **Recommended Guests** booking with the Old Swan Inn for the first time, having been recommend by a **Recommender**, on bookings made from the 24th December 2018.
- 2) **Recommend Guests** must enter the Unique Voucher Code reference when completing the Old Swan Inn's online booking form to obtain the £50 discount. We will inform the **Recommender** by email that the code has been used so they receive the £25 Virtual Voucher Credit, however we will not inform them of any details, apart from the date when the booking was made, just that their unique code has been used.
- 3) Note the prices quoted on the Old Swan Inn's online booking system are the prices before the £50 Voucher Code has been applied.
- 4) This first time booking £50 Voucher Code can be redeemed against available break. If you try to use the code and the system does not accept it, you will need to call Saran or Richard on 01239 891248 or 07866 967154.
- 5) There is no end date for this offer of the 'Loyalty Club Recommend a Friend Scheme', but the Old Swan Inn reserves the right to withdraw it at any time.
- 6) Only first time bookings made directly through the Old Swan Inn website will receive the £50 recommended by discount. Any bookings made through any other booking agencies cannot receive the discount, even when your booking details are migrated over to our system.
- 7) The first time booking discount can only be used once per household.
- 8) If the **Recommended Guest** wishes to become a **Recommender** please contact us directly and we will issue your own unique voucher code to share. Your £25 Virtual Voucher Credit will only be issued, once the new **Recommended Guest** has paid their deposit with cleared funds.
- 9) If the **Recommended Guest** becomes a **Recommender**. We will be happy to apply any Voucher Credits generated to your first booking if applicable or it will just be added to your Virtual Voucher Credit Tally.
- 10) The Old Swan Inn reserves the right to amend the Terms and Conditions of this scheme at anytime.