

Rewards Program Terms

- Rewards points are awarded on qualifying food and beverage purchases made while dining in our restaurants and bars, or for take-out orders placed directly with us. Purchases through third-party vendors or delivery platforms are not eligible.
- Only one transaction per rewards account per calendar day is eligible.
- Guests have sixty (60) days from the purchase date to submit receipts for points not credited at the time of purchase. Requests made after that period will not be accepted.
- Off-site catering events, catering deliveries, and Fireside events do not qualify for rewards points.
- Rewards points have no cash value and may not be redeemed for cash, credit, or other consideration. They may not be transferred, assigned, sold, or bartered and may only be redeemed by the registered account holder.
- Reward gifts may be redeemed only one per visit and may not be combined with any other coupon, discount, or promotional offer.
- We reserve the right to interpret, amend, suspend, or terminate the Rewards Program at any time and without prior notice. Accrual and redemption of points are subject to verification of eligibility and compliance with these Terms.

About the App

The App lets you engage with us through features and content such as customer membership offerings, loyalty rewards, events, and promotions.

License

We grant you a limited, revocable, non-exclusive, personal license to download, install, and use the App on a single device owned or controlled by you, solely for private and non-commercial use. You may not use this App if you are under the legal age of majority in your jurisdiction, and in no event under the age of 13.

Acceptable Use

- You may not modify, copy, reverse engineer, or interfere with the App.
- You may not attempt to breach security, manipulate functionality, or enable unauthorized features.
- You may not use automated tools (robots, crawlers, scrapers) to extract data.
- You may not engage in unlawful activity, including privacy violations, defamation, spam, or infringement of third-party rights.
- You are responsible for maintaining the confidentiality of your account credentials and notifying us of unauthorized access.

Payment Processors

Purchases made through the App may require submission of credit card details to our authorized payment processor. The processor will handle your payments securely and may retain your information if you choose to save it for future transactions.

Third-Party Content and E-Commerce

The App may include content, promotions, or services provided by third parties. We do not control and are not responsible for such content. Purchases made through third-party services are strictly between you and the provider. Refunds, support, and disputes must be addressed directly with the provider.

Customer Loyalty Features

- Digital scratch cards may offer rewards or discounts, redeemable only in person at the Business.
- Point accumulation plans allow you to earn and redeem points for purchases, as determined by the Business.
- Punch cards and prepaid cards provide benefits subject to expiration dates and Business policies.
- Coupons must be valid, unexpired, and presented at checkout. Fraudulent or expired coupons will not be honored.

Privacy

We respect your privacy. Our End User Privacy Policy, incorporated by reference into these Terms, explains how your information is collected, used, and protected. You must review and agree to the Privacy Policy before using the App or joining the membership program.

Intellectual Property

All rights, title, and interest in and to the App and related content are owned by us, our service providers, or licensors. You may not copy, distribute, adapt, or use any names, marks, or logos without prior written consent.

Disclaimer of Warranty

The App and all third-party content are provided on an "as is" and "as available" basis. We disclaim all warranties, express or implied, including merchantability, fitness for purpose, quality, and non-infringement.

Limitation of Liability

To the maximum extent permitted by law, we and our providers shall not be liable for any damages, losses, or expenses arising from the use or inability to use the App or related content. Your sole remedy is to discontinue use of the App.

Indemnification

You agree to indemnify and hold harmless the Business, its affiliates, and providers from any claims, damages, or expenses resulting from your use of the App, violation of these Terms, or infringement of third-party rights.

Termination

We may suspend or terminate the App, its features, or your use at any time. Upon termination, all rights granted to you shall cease. Certain provisions, such as Intellectual Property, Limitation of Liability, and Indemnification, will survive termination.

Governing Law

These Terms are governed by the laws of the United Kingdom. Courts in London shall have exclusive jurisdiction over disputes, subject to applicable consumer protection laws in your place of residence.

General

These Terms constitute the entire agreement between you and the Business regarding the App. If any provision is held unenforceable, the remaining provisions shall remain in full effect. We may modify these Terms at any time by updating them in the App.