

The Duke Ipswich Customer Loyalty program

The Grand Old Duke of York, 212 Woodbridge Road, Ipswich, IP4 2QP

01473 216007

Terms and Conditions for The Duke Ipswich Customer Loyalty Program

Effective Date: 27 October 2024

1. Introduction Welcome to The Duke Ipswich Customer Loyalty Program. These terms and conditions govern your participation in the program. By participating, you agree to abide by these terms.

2. Eligibility The loyalty program is open to all customers aged 18 and over. Membership is free and requires registration by sharing a valid email address with us. We may from time to time use this email address to also contact you regarding events, special offers and other opportunities to be the first to book/take advantage of these. You can opt out of these communications at any time. At no point will we share your email address with other organisations or third parties. You can read more about how we keep your data safe in our privacy policy on our website.

3. Earning Points

- Customers will earn 5 loyalty point for every £1 spent at The Duke Ipswich.
- Points are accrued on the total amount spent, excluding any discounts, taxes, or tips.
- Points will be credited to your loyalty account at the time of purchase.
- We will send you an email after each visit which clearly shows you how many loyalty points you have accrued.

4. Redemption of Points

- Points can be redeemed for purchases as specified by The Duke Ipswich.
- Points will be redeemed as soon as the price of a drink has been accrued, points cannot be collected over long periods of time to redeem in bulk.
- To redeem your points, simply let us know you would like to do this and we will take the full amount off your bill. Your points balance will reset to zero and you can start earning points again.
- Redeeming your points and when this happens remains at the discretion of the staff and management of The Duke Ipswich.

- The value of points and available products you can redeem them against may change at any time, and members will be notified accordingly.
- Points have no cash value and cannot be exchanged for cash.

5. Account Management

- Members will be notified of the points they have earned via email or by inquiring at the pub.
- Members are responsible for maintaining the confidentiality of their account information.

6. Expiration of Points

- Points will expire 12 months from the date they were earned if not redeemed.

7. Termination of Membership

- The Duke Ipswich reserves the right to terminate your membership and cancel your points for any reason, including but not limited to fraudulent activity or violation of these terms.
- Members may also terminate their membership at any time by notifying us.

8. Modifications

- The Duke Ipswich reserves the right to modify, suspend, or terminate the loyalty program or these terms and conditions at any time, with or without notice.
- Continued participation in the program after changes are made constitutes acceptance of the new terms.

9. Limitation of Liability The Duke Ipswich shall not be liable for any indirect, incidental, or consequential damages arising from your participation in the loyalty program.

10. Governing Law These terms and conditions are governed by the laws of the United Kingdom.

11. Contact Information For questions or concerns regarding the loyalty program, please contact us at:

The Duke Ipswich

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