



## INFERNO TERMS & CONDITIONS

### Loyalty Card Terms and Conditions

The Inferno loyalty scheme is operated in participating restaurants by BV Restaurant Group Limited.

These terms and conditions ("Terms") and the BV Restaurant Group privacy policy applies to use of your Inferno loyalty card. Use and / or registration of your loyalty card constitutes acceptance of these Terms.

### The Inferno Loyalty Card

The Inferno Loyalty Card is issued by and remains the property of Inferno and must be returned to use, or destroyed at our request. The Inferno Loyalty Card Scheme is open only to UK residents over the age of 18. You can pick up your Inferno Loyalty Card in-restaurant and as soon as you have it, can start to earn loyalty points. However, you will not be able to redeem your loyalty points until you have registered your Inferno Loyalty Card at [www.inferno.pizza](http://www.inferno.pizza) and received a notification email from Inferno that your account has been registered.

The Inferno Loyalty Card is non-transferable and may only be used by the person that has registered it. Only one card will be issued per person. You are responsible for notifying Inferno if your details change.

If you lose your Inferno Loyalty Card, or it ceases to work for any reason Inferno may at its sole discretion replace your loyalty card and, once you have registered your new card, transfer any points collected on it to the new card. The original card will then cease to work.

If you not use your Inferno loyalty card to make a purchase for 12 months or more, any loyalty points on it will expire and your balance will be reset to zero.

### Collecting & Redeeming Points

Order any "Create Your Own" or "Hall of Flames" pizza in a participating Inferno restaurant and you are eligible to receive one (1) loyalty point per qualifying purchase. A maximum of one (1) loyalty point per loyalty card holder per day will be awarded.

Loyalty points can only be added on presentation of your Inferno Loyalty Card at the point of purchase in restaurant and unfortunately cannot be added on third party sites or via online ordering (sorry!). Points cannot be added once an order has been paid for.

Once you've received four (4) points, you're eligible for free soft drink. Once you've collected an additional five (5) points (nine (9) total), you can then receive a free pizza on your next (10 (tenth)) visit. The free pizza can be any "Simple Pizza", "Create Your Own", or "Hall of Flames" pizza. The products available will be advertised in-restaurant and may change from time to time. Loyalty points can only be redeemed on presentation of your registered Inferno Loyalty Card at the point of purchase in-restaurant. Unfortunately loyalty points cannot be redeemed on third party sites or via online ordering (sorry!).

Loyalty points cannot be added in conjunction with any other offer or discount.

Loyalty points have no cash value and cannot be swapped or change for an alternative product or discount.

Inferno shall be entitled at any time to cancel points awarded if the relevant product(s) to which such award relates to are returned or cancelled for any reason, and a refund of the purchase price is given.

From time to time Inferno may run special promotions and offer additional points or rewards to loyalty members. Inferno may set a limit on how many promotional point can be awarded to any one account. Inferno reserve the right to refuse to accept a Inferno Loyalty Card or to limit the use of a Inferno Loyalty Card which it deems to have been tampered with, duplicated, damaged, or which otherwise is suspected to be affect by fraud, misconduct or unauthorised use.

### Privacy

Inferno's privacy policy shall govern the use of personal information that we collect from you. Please familiarise yourself with this policy and check it regularly to make sure you understand the latest version. Inferno may use your details for marketing purposes to allow Inferno to send you news of special events, offers, and promotions. Please see our [Privacy Policy](#) for more information.

### General

Inferno reserve the right, without notice, to amend or terminate the loyalty scheme or amend these Terms at any time. These Terms are subject to English Law. Inferno's sole liability in connection with these Terms shall be to credit you with loyalty points in the event that such loyalty points were incorrectly deducted or should have been credited but were not. Nothing in these Terms shall limit Inferno's liability in respect of death or personal injury caused by their negligence. In the event of any conflict or inconsistency with any other communication, including advertising, marketing, or promotional material, these Terms shall prevail. The Inferno Loyalty Scheme is administered by BV Restaurant Group Limited ("Inferno") (company number 09689333) at Fitzroy Place, 5<sup>th</sup> Floor, 8 Mortimer Street, London W1T 3JJ.

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