

## The Civil Service Club Loyalty Scheme – Rewards

Award Percentage (per point)	Qualifying Threshold	Reward Equivalent
5% of accumulated transactions	20 Points = £5 Reward Voucher	1.25% of Transactions

*Note: In accordance with Section 19 of The Civil Service Club Loyalty Scheme – Terms and conditions, the current award percentage and qualifying threshold (conversion value of points) may change at any time. The Current award percentage and qualifying threshold were last updated on 21<sup>st</sup> August 2021.*

## The Civil Service Club Loyalty Scheme – Terms and Conditions

1. These terms and conditions are applicable across The Civil Service Club loyalty scheme and any participation is considered as acceptance.
2. The loyalty account, points, rewards, and vouchers, in whatever form, are issued by and remain the property of The Civil Service Club which may, at any time, terminate the scheme or alter or amend the conditions of operation of the scheme.
3. All members of the scheme must be members of The Civil Service Club and aged 18 years or over.
4. The Civil Service Club Membership Card and Membership App are not transferable, cannot be copied and can only be used by the named and registered member.
5. The Membership Card and any device having the Membership App installed remain the responsibility of the member, as do any security details relating to the account. The Civil Service Club cannot be held responsible for any loss arising from the member failing to ensure the safe keeping of these items.
6. The Civil Service Club may decline to issue, withdraw, or cancel loyalty point, rewards, and vouchers, in whatever form, and / or remove a member from the scheme at any time where there is reasonable belief of any abuse or attempted abuse of the scheme; any breach or attempted breach of these terms and conditions; any behaviour which is an infringement of The [Civil Service Club Rules](#) or supplying false or misleading information.
7. The scheme is only for personal use of members and mutual trading within The Civil Service Club, an unincorporated association. Loyalty points shall not be awarded or used for any business transaction or purpose.
8. Loyalty points, rewards, and vouchers, in any form, cannot be transferred, bought, sold or in any way traded.
9. Members can choose to leave the scheme at any time. By leaving the scheme members forfeit the right to any points or vouchers already accrued or issued.
10. Members must present their Civil Service Club Membership App or Membership Card when making purchases at the Civil Service Club to collect points for their transaction. Members cannot have points added retrospectively.
11. To be awarded points, members must spend above a certain amount on qualifying products in accumulated transactions. The number of points awarded may change and will vary depending on the products or services purchased, and the amount spent.
12. Points will not be awarded for non-qualifying products, including, but not limited to tickets for social activities.

13. Points awarded at the time of the transaction or rewards already issued may be removed or cancelled if The Civil Service Club determines that the points were collected in breach of these terms and conditions or were awarded in error. For the avoidance of doubt, any advice or actions of our staff that is contrary to these terms and conditions will not have the effect of changing these terms and conditions.
14. Points have no value until converted into rewards. The current award percentage and qualifying threshold (conversion value of points) will be displayed on the [Civil Service Club's website](#) and may change at any time.
15. The Civil Service Club is under no obligation to award points for any reason outside of qualifying transactions
16. Points that cannot be converted into rewards because they are below the qualifying threshold or points that remain following conversion will be 'carried forward' as the starting balance(s) for the next reward.
17. Rewards and vouchers are valid for a limited period from date of issue and are accompanied by an expiry date, beyond which they cannot be used or reissued. Rewards and vouchers that are lost or mislaid will not be reissued.
18. Rewards and vouchers can be used once at their face value in The Civil Service Club only.
19. Rewards and vouchers are the property of The Civil Service Club and have no cash value. They are not for resale and are valid for use in The Civil Service Club only. Defaced /copied vouchers, in whatever medium, will not be accepted. Valid for use only by the member, some restrictions on redemption against products and services offered by The Civil Service Club may apply.
20. The promoter of The Civil Service Club loyalty scheme is The Civil Service Club, 13-15 Great Scotland Yard, London, SW1A 2HJ.
21. These terms and conditions replace all previous versions, are correct as of August 2021. The Civil Service Club reserves the right to change these, at any time, on reasonable notice for legal, regulatory, business or policy reasons. Members who continue to participate in the scheme following such a change will be considered to have accepted the updated terms and conditions.
22. Where indicated, further information can be found online or by calling The Civil Service Club on 0207 930 4881 or emailing [office@civilserviceclub.org.uk](mailto:office@civilserviceclub.org.uk)