

Lamp works

Pay Back

**Spend as a Club or Society in
LampWorks and Get Back:**

10%

paid right back into
your club account at
the end of the year

or

20%

as credit to spend
in LampWorks by
arrangement

Available in LampWorks

All Opening Hours

TERMS AND CONDITIONS

The following Agreement describes the terms and conditions that apply to the Payback Loyalty scheme operated by LampWorks, part of UCLan Students' Union.

These Terms and Conditions apply to the use of the Payback Loyalty scheme and govern the relationship between UCLan Students' Union ("LampWorks", "SU", "we" or "us") and you. Use of the Payback Loyalty scheme will constitute acceptance of these Terms and Conditions. You must therefore read them carefully. If there is anything you do not understand, please contact us by email at lampworks@uclan.ac.uk

Payback Loyalty Scheme

Our Payback Loyalty scheme is our way to show our appreciation to our clubs and societies for your loyalty by rewarding you every time you visit a participating venue. It is not a credit, charge or debit facility. Each user must only do so in accordance with the Scheme rules.

Payback is a group loyalty scheme in which UCLan Club or Society members can earn rewards for their organisation.

Reward points cannot be used by or transferred to any other club or society. Payback Rewards is open to anyone aged 18 or over.

The SU will not be liable for any costs or losses which arise in connection with the scheme being cancelled or amended.

Registered Club committee chairs will be informed of any significant changes to the rewards scheme by email or via our website.

Continued use of the scheme will constitute your acceptance of any such changes to terms and conditions.

Rewards Points and Member Benefits

To receive and redeem points for your club or society, simply present your Rewards Card at the time of purchase when at participating outlets. If you do not have or have not brought with you your Rewards Card, then please inform the staff who may be able to register your purchase against your club or society. There is no formal registration for this loyalty scheme beyond the standard membership requirements of your UCLan club or society.

Reward point totals will be periodically announced and either distributed by email to club or society chairs or published on the UCLan Students' Union website.

This loyalty scheme rewards UCLan clubs and societies in one of two ways; 10% of your total club or society spend will be paid directly into your registered club or society account at the end of the academic year.

OR

**20% of your total club or society spend may be used as credit for purchases in LampWorks. This may be redeemed by arrangement with LampWorks management who can be contacted on lampworks@uclan.ac.uk
The following exceptions to the scheme are applied.**

1. Points may not be earned by anyone redeeming a voucher for that purchase.

2. Points may not be earned by anyone utilising their staff discount or any other discount that they may be entitled to.

3. The right to withdraw this scheme at any time is reserved. Points can be earned on the purchase of all food, beverage and gaming (darts) in participating outlets.

Loyalty points are not awarded on the purchase of vouchers. Certain other products may also be excluded from the scheme.

Reward points awarded may be varied from time to time at our discretion. Any reward points earned on purchases which are subsequently cancelled or refunded will be deducted from the card.

Reward points cannot be added after the transaction is completed. Loyalty points have no cash value and cannot be refunded or exchanged for cash.

If you wish to dispute the balance on your loyalty card you must be able to provide your till receipts. Receipts may be requested after any transaction. Queries on accounts can only be checked within 28 days of the balance being published.

Cancellation and Termination and Expiry

Cancellation and Redemption: Your club or society has the right to cancel your membership of this scheme at any time by emailing lampworks@uclan.ac.uk. This email should be sent by the registered Club or Society Chair. On receipt of this email, any monetary value currently held will be forfeited and any points cancelled. Your club or society will no longer be able to access the Payback Loyalty Scheme.

UCLan SU reserves the right to terminate any persons membership of the Loyalty Scheme. In certain instances where the membership/member is suspected of abusing the Loyalty Scheme that club or society's monetary balance will be forfeited and unused points will be void.

Your Loyalty Card does not have an expiry date.

UCLan SU reserves the right to amend these Terms and Conditions at any time or withdraw the Loyalty Scheme on reasonable notice; such changes will be posted on our website and amended terms will apply to the use of the Loyalty Scheme.

Loss, Theft and Damage

UCLan SU are not liable for lost, stolen or damaged loyalty cards.

Please keep your card safe and do not allow others to use it.

UCLan SU reserves the right to correct or amend the remaining balance on your account if we believe that an invoicing or accounting error has occurred. If you wish to contest such a correction or amendment to your account balance, please email lampworks@uclan.ac.uk

General

UCLan SU does not warrant or represent that your loyalty card will always be accepted at participating venues. For example, in the unlikely event of a failure of our IT or EPOS systems, UCLan SU may not be able to add points or redeem any stored monetary value as payment during such a system failure.

UCLan SU shall not be held liable for any default resulting directly or indirectly from any cause beyond our control, including but not limited to, failure of network services and failure of data processing systems. To the extent permitted by law, all conditions or warranties implied by law, statute or otherwise are expressly excluded.

Data Protection Statement

In order to participate in the Payback Rewards Loyalty Scheme, members are required to provide personal details to register as a club or society member. This information will be processed in accordance with our data protection policies. We would like to reassure you that your details are safe with us and will never be released to any other external companies or third party groups for their marketing purposes.

We will use your personal details to send you information about the loyalty scheme and details of any future or current promotions. If at any time you would like us to stop sending you e-mails, please let us know by emailing lampworks@uclan.ac.uk.