



Welcome to Alfresco Advantage - your gateway to a more rewarding shopping experience!

Alfresco Advantage Terms and Conditions

- The 'Alfresco Advantage' scheme only operates at our (Adrian Hall Ltd's) Feltham Garden Centre. Alfresco Points are unable to be accumulated or redeemed at any other store.
- The Alfresco Advantage Loyalty card is issued by, and remains the property of Adrian Hall Ltd which reserves the right to terminate the scheme, decline to issue cards and, on reasonable grounds, withdraw or invalidate and cancel any points collected. Cards must be returned to Adrian Hall Ltd on request or destroyed if no longer valid for use.
- Any points accrued on the card are non transferable, and are only redeemable by the card holder when in possession of the appropriate Reward Voucher. Only one reward voucher may be redeemed per transaction.
- Members can be removed from the scheme at any time at the discretion of Adrian Hall Ltd.
- Points may only be added to a valid card at the time of purchase. Points will not be added retrospectively. There may be specific occasions when we add points at our discretion.
- The terms and conditions of this scheme can be altered at any time. You can access a copy of the latest terms and conditions by visiting our website adrianhall.co.uk or asking in store for details.
- All participants in the Alfresco Advantage scheme must be residents of the UK and over 18 years of age. Your name, full postal address, email address, date of birth and signature must be provided, for a card to be registered and issued.
- You may terminate your card and membership at any time in which case all points on the card or Reward Vouchers issued shall be lost
- Adrian Hall Ltd is not responsible for any Reward Vouchers which are lost or stolen
- Any card that has been inactive for a period of over 12 months may be invalidated.
- Please let us know if the card is lost or stolen or if your contact details change.
- Membership of the scheme indicates your acceptance of the terms and conditions laid out in this document.

Collecting points

- Your Alfresco Advantage card must be presented at the point of purchase. Any points awarded will be added to your profile when the transaction is completed. The number of points issued may vary between qualifying purchases or items.
- You must spend at least £1 to qualify for points.
- For every complete £1 spent on qualifying items in store you will be rewarded 3 points after any discount, but this can be altered by Adrian Hall Ltd at any time.
- We may offer bonus points on particular products or for particular time periods.
- The current value of an 'Alfresco Point' is one point being equal in value to one penny when converted onto a Reward Voucher, which may be redeemed against various products when making future purchases in store. We reserve the right to vary this rate at any time.
- Points cannot be collected on Fuel, National Garden Gift vouchers, Garden Buildings, Gas Bottles

and Delivery Charges, or in The Cafe. Any provision of services will not qualify for points.

- The 'Alfresco Advantage' scheme currently offers double points to cardholders over the age of 60 on Mondays and Tuesdays. (except Bank Holidays.)
- The 'Alfresco Advantage' scheme points, discounts and special offers cannot be used in conjunction with, or in addition to any other exceptional or exempt offers, promotions or loyalty schemes in operation.
- Three times a year you will be sent a Reward Voucher to the value corresponding to the number of points in your account multiplied by the redemption rate in force at end of each particular preceding 4 month period. The mailing will only contain Reward Vouchers if you have accrued a qualifying points balance (currently 100 points) during the period. Adrian Hall Ltd shall not be responsible for lost vouchers.
- At the end of every 4 month period, and following the issue of a Reward Voucher, any accumulation of points made during this period will be reset to zero.

Spending points

- Adrian Hall Ltd reserves the right to make any product at any time exempt from the scheme.
- The Rewards Voucher, which is forwarded to you every 4 months, is for use against future purchases in store, and itself, is valid for a limited period, normally 4 months.
- Points can only be redeemed through the use of the reward voucher and may only be redeemed against qualifying goods.
- To spend your points simply select your product and present your personalised Reward Voucher at the checkout. Once spent, the Reward Voucher will be automatically voided.
- No change will be given, and the Reward Voucher must be spent in full.
- Points are not redeemable on Fuel, National Garden Gift Vouchers, Garden Buildings, Gas Bottles, Delivery Charges, or in The Cafe.

Returning Goods

- If you decide to return a product which you bought with cash, credit or debit card, we will deduct the points from your 'Alfresco Advantage' card that you collected when you bought the product.
- If a product you buy with points is faulty, please return it and if necessary we will re-credit your 'Alfresco Advantage' card with the appropriate number of points.

Data Protection Statement

By joining our 'Alfresco Advantage' scheme you agree for us to use your details as given to us, plus information on how you use your Alfresco Advantage card and what you buy in our store to:

- Help Adrian Hall Ltd manage the 'Alfresco Advantage' scheme and improve the way we run it
- Understand our customers' shopping habits to improve our service
- Unless you dictate otherwise, periodically contact you with offers and information about our products, services and events that may be of interest to you.

We will only use this information within our business and to communicate with you. We will not pass this on to a third party, or make it available to anyone unless this is required for the technical upkeep and maintenance of our EPOS and loyalty system.

Please note down your card number for your records.



Card #: _____

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