



# BUZZWORKS

## Gift Card - Terms & Conditions

These terms and conditions govern the use of the Buzzworks Gift Card. Please take the time to read and understand these T&C's before using your Buzzworks Gift Card. We also recommend keeping a copy of the Terms for future reference.

1. The Buzzworks Gift Card is issued and operated by Buzzworks Holdings ("Buzzworks") which is based at [1<sup>st</sup> Floor Elliots, 132 Main Street, Prestwick, Ayrshire, KA9 1PB)
2. The Buzzworks Gift Card can be used to pay for goods & services in any Buzzworks venue. The money loaded onto a Buzzworks Gift Card is only a pre-payment system for goods and services at Buzzworks venues; it is not a credit card, credit line or deposit account. No interest, dividends or any other earnings will accrue on the money loaded onto a Buzzworks Gift Card.
3. If you are a Benefit Loyalty Card holder, please note that it is not possible to earn points on the purchase of Buzzworks Gift Cards. Reward points can only be earned on the purchase of food and non-alcoholic drinks.
4. Buzzworks Gift Cards can be purchased online, over the phone (0845 074 3677) or in person at any of our venues.
5. Buzzworks Gift Cards must be presented at the time of payment in order to redeem monetary value from them. Without the actual Gift Card - proof of purchase alone is not an accepted form of payment.
6. When a Buzzworks Gift Card is used, the cash balance on the gift card will be reduced by the full cash value of your purchase. Any remaining balance will be stored on the gift card and may be used against future purchases at Buzzworks venues providing this is used before the expiry date of the card.
7. Buzzworks gift cards can be registered online at [www.buzzworks.com/giftcard](http://www.buzzworks.com/giftcard). Once registered, you can check the balance of your Buzzworks Gift Card online at the above site.

8. All money loaded on to a Buzzworks Gift Cards must be used before the expiry date which is 12 months from the date of activation. Any balance left on the Gift Card after this date will be forfeited and cannot be refunded.
9. We reserve the right to correct or amend the remaining balance in 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 contact our Customer Service Team (details below).
10. You should treat your Buzzworks Gift Card as cash for any purchases in participating Buzzworks venues. You are responsible for any unauthorised payments using your Buzzworks Gift Card. Therefore please do not allow others to use your Gift Card. Buzzworks is not liable for lost, stolen or damaged Gift Cards. However if you register your Gift Card with us, we will replace any lost, stolen or damaged Gift Cards with a new Gift Card with the balance remaining on it at the time you notified us of your lost/damaged/stolen card. You can register your Gift Card at [www.buzzworksholdings.com/giftcard](http://www.buzzworksholdings.com/giftcard).
11. Buzzworks does not warrant or represent that your Gift Card will always be accepted at Buzzworks venues. For example, in the unlikely event of a failure of Buzzworks IT and communications systems, Buzzworks may not be able to accept Gift Cards as payment during such a system failure.
12. Buzzworks reserves the right to amend these Terms and Conditions at any time or withdraw the Gift Card on reasonable notice; such changes will be posted on [www.buzzworksholdings.com/giftcard](http://www.buzzworksholdings.com/giftcard). If you have registered your Buzzworks Gift Card, then we will notify you of any change, deletion or addition by email. The amended Terms will apply to your use of the Buzzworks Gift Card.
13. These Terms & Conditions and the Buzzworks Privacy Policy, a copy of which can be found on the Buzzworks website [www.buzzworksholdings.com](http://www.buzzworksholdings.com), govern Buzzworks use of the personal information collected from you. Buzzworks will not pass your personal information on to any third party organisations.
14. These Terms & Conditions are governed by UK legislation.
15. If you have any general enquiries, queries regarding your Gift Card or if you dispute any transaction that has occurred on your Buzzworks Gift Card, please visit [www.buzzworksholdings.com/giftcard](http://www.buzzworksholdings.com/giftcard) or contact our Customer Service Team on 01292 670190 (9am – 5pm, Monday - Friday).