



## CUSTOMER TERMS AND CONDITIONS

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 your DRG Rewards App/ Card 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 and we will do so immediately.

We comply strictly with the terms of the Data Protection Act 1998 TERMS & CONDITIONS

- 1.** The 'DRG Rewards App/ Card' is our way of showing our appreciation for your loyalty by rewarding you every time you visit one of our venues. It is not a store card or a credit card.
- 2.** Points are earned on the purchase of all food and non-alcoholic drinks. Please note that we are not permitted to award Reward points on alcohol due to local licensing laws.
- 3.** DRG reward points cannot be earned on the purchase of DRG Gift Cards.
- 4.** To protect the balance of your DRG Rewards Card against loss or theft, please register your DRG Rewards Card online at [www.thedrg.co.uk/rewards](http://www.thedrg.co.uk/rewards). Once registered you can also check your balance and view your transaction history
- 5.** Upon successful registration of your Rewards Card we will add an introductory bonus of 300 points onto your DRG Rewards Card. This bonus is only applicable to the first card registered on your online account.
- 6.** By successfully downloading the Rewards App to your phone for the first time when in a DRG venue, we will offer a 10% discount to any food and non-alcoholic drinks on your bill.
- 7.** The DRG Reward Card or App must be presented when paying your bill for points to be added. Please note that it is not possible to get points added retrospectively.
- 8.** DRG reward points are not awarded on any discounted items or promotions.
- 9.** If you wish to dispute the balance on your DRG Rewards Account, or to dispute any transactions that are not appearing on your account you must be able to provide the "Frequent Diner" receipt from the transaction(s) in question. This receipt is given to you after we add points to your DRG Rewards Card.
- 10.** Points are awarded on all non-alcoholic products at the rate of 5 points per £1. Every time your points balance reaches 500, we will automatically redeem these points and add £5 of monetary value to your Rewards Card.
- 11.** We offer a birthday bonus of 500 points (that's £5). To qualify for this bonus, you must visit at least 3 times in the 2 months prior to your birthday.
- 12.** Following a visit to one of our venues where points have been added to your DRG Rewards Card please allow up-to 24 hours for them to appear on your online account. Points on the DRG Rewards App will appear instantly, but may not be monetised for up to 24 hours.
- 13.** Whilst your DRG rewards Card does not expire, rewards (points and converted monetary value) do. Rewards are valid for use for 1 year from the date of issuance. Rewards not used within 1 year of issuance will be forfeited and deducted from your balance.



**14.** Expired points or stored monetary value cannot be transferred to a new card/ app, redeemed or reinstated.

**15.** The DRG reserves the right to amend these Terms and Conditions at any time or withdraw the DRG Rewards Card Scheme on reasonable notice; such changes will be posted on [www.the-drg.co.uk/rewards](http://www.the-drg.co.uk/rewards). The amended Terms will apply to your use of your DRG Rewards Card or App.

**16.** The DRG reserve the right to terminate any guests' membership of the DRG Rewards Scheme. In certain instances where the member is suspected of abusing the DRG Rewards Scheme that member's monetary balance will be forfeited and any unused points will be cancelled.

**17.** The DRG 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).

**18.** You are responsible for any unauthorised payments using your DRG Rewards Card/ App. Therefore please do not allow others to use your DRG Card or App.

**19.** The DRG are not liable for lost, stolen or damaged Rewards Cards. However if you register your DRG Rewards Card with us, we will replace any lost, stolen or damaged Cards with a new Card. Your replacement DRG Card will be sent out to you with the balance remaining on it at the time you notified us of your lost/damaged/stolen card.

**20.** The DRG does not warrant or represent that your Rewards Card/ App will always be accepted at DRG venues. For example, in the unlikely event of a failure of DRG IT and communications systems, The DRG may not be able to add points or redeem any stored monetary value as payment during such a system failure.

**21.** Only one DRG Rewards Card or App may receive points per bill.

**22.** These Terms & Conditions are governed by UK legislation.

**23.** If you have any general enquiries, queries regarding your Rewards Card, or if you dispute any transactions that appear on your Rewards Account, please visit [www.thedrg.co.uk/rewards](http://www.thedrg.co.uk/rewards) or contact our Customer Service Team on 0141 221 6100 between the hours of 10am – 6pm.

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