

Club Lloyds Lifestyle Benefits Terms and Conditions

For the purpose of these Terms and Conditions, the “Administrator” is Grass Roots Group UK Limited and the Reward Providers are Vue Entertainment, Gourmet Society and Hearst Magazines.

General Terms and Conditions

1. Club Lloyds Lifestyle Benefits are only available to Club Lloyds account holders, who are resident in the UK and aged 18 or over.
2. On opening a Club Lloyds account with Lloyds Bank you will be invited to select one benefit choice per account.
3. You can select one of the following Lifestyle Benefits: 6 Vue cinema tickets, Annual Magazine Subscription or a 12 month Gourmet Society Membership.
4. Once you have opened a qualifying Club Lloyds account you will receive a welcome email or letter providing details of any actions you need to take.
5. To receive the benefit in full for the first year, you have 30 days from opening your Club Lloyds account to make your Lifestyle Benefit selection and you may change your selection within the 30 day period. Once the 30 day period has expired you will not be able to change your Lifestyle Benefit selection other than as set out in condition 13.
6. If you make your Lifestyle Benefit selection after the initial 30 day period then it will be fulfilled on a pro-rata basis. For example, if you make your Lifestyle Benefit selection 6 months after the end of the 30 day selection period, the Lifestyle Benefit will only be valid for the remaining 6 months of the benefit year.
7. If selecting Annual Magazine Subscription as a Lifestyle Benefit you will need to confirm the publication title by visiting <http://www.clublloyds.com> or calling 0845 3030303 (+441733 462224 if calling from abroad).
8. If you choose a digital magazine title as your Club Lloyds Lifestyle Benefit you must provide a valid email address. You should check your spam filter for any email communication.
9. The Lifestyle Benefit for Digital magazines is only available to download on Apple devices.
10. Apple is a registered trademark of Apple Inc., registered in the U.S. and other countries.
11. Lifestyle Benefits will start to be dispatched to you after the 30 day period. Timings vary depending on the Lifestyle Benefit selected as set out in the terms and conditions for each benefit below.
12. Lifestyle Benefits will be delivered to UK street addresses only (i.e. no PO Box addresses).
13. Neither the Administrator nor any Providers accepts responsibility for delays by the postal services, for incorrect details being provided by the account holder or for any other unforeseen circumstances that may delay delivery.
14. One Lifestyle Benefit is available for each 12 months that you have a Club Lloyds account and if leaving Club Lloyds the benefit may be cancelled at the sole discretion of Lloyds Bank.
15. After the initial 12 month period you will be able to select a new or the same Lifestyle Benefit for the following 12 month period. 30 days before the expiry of any 12 month period you will be sent an email or letter asking you to choose your benefit for the following benefit year. Your final choice must

be communicated to the Administrator within 30 days of the expiry of that benefit year or you will be deemed to have chosen the same benefit for the following benefit year.

16. Any Lifestyle Benefit will only be delivered to the address originally provided to Lloyds Bank when selecting to join Club Lloyds, unless amended or changed by you through Lloyds Bank.
17. Any Lifestyle Benefit that is lost in transit and not delivered to you will only be re-issued twice.
18. The Lifestyle Benefits are subject to the general terms and conditions of business of the relevant Provider in addition to those terms specified under the section for each Provider below. Any disputes arising other than in connection with these Lifestyle Benefits terms and conditions should be raised with the relevant Provider.
19. The Administrator shall have no liability for the acts or omissions of any Lifestyle Benefit Provider other than any refusal by such Provider to accept a Lifestyle Benefit in accordance with the terms and conditions applicable to it.
20. The Lifestyle Benefits are for personal and non-commercial use and cannot be sold, made available or otherwise transferred to any third party for commercial gain.
21. The description and terms and conditions of Lifestyle Benefits are provided by the relevant Providers.
22. There is a maximum of one Lifestyle Benefit per account. Joint account holders who choose Gourmet Society Membership will receive their own membership card.
23. Lifestyle Benefits sent via post will be sent by Royal Mail 2nd class post. Cinema tickets to be sent by 1st class post.
24. Any Lifestyle Benefits sent via email will be delivered to the original email address provided to Lloyds Bank unless amended or changed by you through Lloyds Bank.
25. Any questions or complaints should be addressed to Club Lloyds Lifestyle Benefits, PO Box 61, Tring, Hertfordshire, HP23 5QZ or by calling 0845 3030303 or by emailing enquiries@clublloyds.com.
26. Calls may be recorded for monitoring or training purposes. Lines are open seven days a week, 8am to 10pm.
27. The Administrator does not accept responsibility for registrations lost, corrupted or delayed as a result of any network, computer hardware or software failure of any kind.
28. The Administrator reserves the right to amend or withdraw the Lifestyle Benefits if deemed necessary due to circumstances outside of its control.
29. The Administrator shall not be liable for any failure to comply with its obligations where the failure is caused by something outside its reasonable control or any other circumstances amounting to force majeure.
30. There is no cash or other alternative to the stated Lifestyle Benefits, in whole or in part. Unless otherwise agreed in writing by Lloyds Bank, the Lifestyle Benefits will only be sent directly to the account holder(s). The Promoter reserves the right to change or provide a similar alternative Lifestyle Benefit of the same or greater value or specification should circumstances beyond their control make this necessary. Lifestyle Benefits cannot be exchanged in any Lloyds Bank branches.
31. The law of England and Wales shall apply to the Club Lloyds Lifestyle Benefits and disputes relating to it shall be decided in the Courts of England and Wales.

32. Your personal details will be retained solely for the purpose of operating the Lifestyle Benefits and as further specified in the relevant Provider's terms and conditions below. Data collected and held by the Administrator and the Providers is done so in accordance with the provisions of the Data Protection Act 1998. The Administrator and the Providers will comply with the Data Protection Act 1998.
33. These Lifestyle Benefits are administered by Grass Roots Group UK Ltd, PO Box 61, Tring, Hertfordshire, HP23 5QZ . Company Registration Number 4155659.
34. Promoter: Lloyds Bank PLC. Registered Office: 25 Gresham Street, London, EC2V 7HN.

Cinema Vouchers Terms and Conditions

The following venue related terms & conditions will apply;

1. Each voucher can be exchanged for a Standard 2D admission ticket to any Vue Cinema (excluding Gold Class, VIP and Premiere seating, 3D, Special, Alternative or Event Cinema screening or Over 18's Screenings, Scene Westfield, Xtreme Screens).
2. The Standard 2D admission ticket is valid as part payment for 3D, VIP, Xtreme, Scene and Gold. Upgrades to 3D, VIP, Xtreme, Scene, Gold are available on payment of the difference in cost between Standard adult price for the upgraded experience and standard Adult 2D admission.
3. These vouchers must be used at the time of exchange for any one regularly scheduled film performance subject to availability.
4. Each voucher can only be exchanged for one admission ticket.
5. These vouchers may not be used to reserve an admission ticket by telephone or on-line.
6. The holder is not entitled to any preferential right over other cinema patrons.
7. These vouchers may not be combined with any other ticket offer. They may not be used for premieres or special events.
8. These vouchers are for personal use, may not be exchanged for use at a later date nor may they be exchanged for cash or merchandise or otherwise transferred to any third party for commercial gain.
9. These vouchers expire on the expiration dates allocated.
10. They are not subject to any time extensions.
11. These vouchers may not be re-sold. Each voucher can only be used once and will expire on redemption.
12. Film classification rules apply. ID may be required.
13. The Cinema Manager's decision is final.
14. Please note that due to Vue's advance booking policy the film and performance you wish to attend may be sold out and seats might not be available.
15. We aim to dispatch vouchers within 3 working days by post and 3 working days by email.

Gourmet Society Membership Terms and Conditions

1. The Gourmet Society Dining Card (the 'Card') gives 12 months free membership of the Gourmet Society. The Card may be used to obtain discounts at participating restaurants.
2. The membership card is already activated on The Gourmet Society at the web address detailed on the front of your membership card. The welcome letter accompanying the Gourmet Society Dining Card will include a temporary password the holder will have to use in order to access the member's area which contains the list of participating restaurants.

3. Participating restaurants may change at any time and discounts and availability may vary.
4. Advance booking may be required. Where this is required it will be stated in the restaurant's listing in the member's area. You must state that you are a Gourmet Society member at the time of booking.
5. The Card cannot be used together with any other offer or promotion, or with any set-menus.
6. The Card must be presented at the time of purchasing the meal/s.
7. Where the participating restaurant limits the number of diners who can receive the Card discount, you cannot use multiple cards to increase the allowed party size.
8. Some restaurants may restrict use of the Card to certain days and times throughout the week. Many restaurants may also restrict use during busy periods, such as religious festivals, public holidays, Valentine's Day, Mother's Day and Father's Day.
9. It is the member's responsibility to check the individual restaurant's discount terms and availability prior to booking.
10. The Gourmet Society accepts no liability for Cards which are lost or stolen, or for any restaurant failing to accept the Card or honour an advertised discount. For any lost or stolen cards, please contact the Administrator on 0845 3030303 (+441733 462224 if calling from abroad).
11. At the end of 12 months, the Card will expire and membership of the Gourmet Society will end.
12. We aim to dispatch your Gourmet Society membership card within 21 days by post.

Hearst Magazine Terms and Conditions

1. Allow up to 6 weeks for delivery of first printed issue.
2. Magazine subscriptions will be delivered to UK street addresses only (i.e. no PO Box addresses).
3. Delivery by Royal Mail.
4. Returns are only accepted for defects.
5. Subscriptions may not include promotional items packaged with the magazine.
6. The subscription term is a maximum of 12 monthly issues (with the exception of Men's Health and House Beautiful, which have 11 issues per annum, and Women's Health, which is 10 issues per annum).
7. In the event that the Customer's choice of title is discontinued, a suitable alternative will be offered for the remainder of the relevant subscription period.
8. The number of issues per annum is subject to change by the publisher.

Hearst Magazine digital subscription terms and conditions

9. Digital Magazine subscription is only available on Apple devices.
10. If you choose a digital magazine title as your Club Lloyds Lifestyle Benefit you must provide a valid email address.

11. The Lifestyle Benefit for Digital magazines is only available to download on Apple devices and is compatible with iPhone, iPad and iPod Touch.
12. You will have to access the digital magazine subscription through the built-in Newsstand app on your Apple device.
13. For digital magazine subscription you will receive an email with an activation link that includes instructions of how to download your digital magazine subscription. Once this process has been completed, you will have instant access to your chosen digital magazine subscription.
14. Your digital magazine subscription will start with the latest available issue.
15. You will only have access to the issues in your current subscription term and won't be able to access back issues.
16. We aim to dispatch your digital magazine subscription within 10 working days by email. You should check your spam filter for any email communication.
17. For full terms and conditions relating to the magazine subscription, including digital, please visit <http://www.hearst.co.uk/magazines/Terms-and-Conditions.html>.