

The Swan Loyalty Card

Terms and Conditions

Membership of the Swan Loyalty Card (SLC) is subject to the following terms and conditions:

APPLYING

- We reserve the right to refuse any SLC application form.
- You must be 18 or over to become a SLC holder

GENERAL

- Swan Loyalty Cards remain the property of the Swan Hotel and are non transferable.
- The SLC may not be redeemed for cash and has no cash value.
- Our standard terms and conditions governing cancellation charges for accommodation and rooms still apply. A copy of these is available upon request.
- We reserve the right to amend or terminate the SLC at any time by giving one months written notice to you. No compensation will be provided.
- We reserve the right to terminate your membership if, in our opinion, you commit any act, which we deem inappropriate for a holder of the SLC by giving you seven days notice in writing.
- *Our terms and conditions are governed by and construed in accordance with the laws of England and we both agree to submit to the exclusive jurisdiction of the English courts in relation to any dispute, issue or other matter which arises between us.*
- A charge may be levied on replacement cards.
- The hotel does not accept liability for the loss or damage to guests property – please refer to the hotels guests services for further information.

OFFERS AND DISCOUNTS

- We reserve the right to change or remove offers at any time.
- All offers and bookings are subject to availability. The card cannot be used in conjunction with any other offer.
- To obtain any current offer or discount, the SLC holder must present their card at the time of purchase or when settling their bill.
- To obtain any discount or offer, the SLC holder must be dining or staying at the hotel. To obtain any current offers or discounts, the SLC holder does not have to settle the entire bill alone. Other members of the party can contribute financially and still benefit from the cardholders membership.
- Discounts or offers may not be sold or transferred to any other individual.
- Specific terms and conditions governing the discounts and offers will be detailed at the time of promotion.
- Any vouchers are only valid up until the date stated. Vouchers are non transferable and may not be redeemed for cash and have no cash value.
- If we terminate your membership, all outstanding vouchers and discounts which you have accrued, will be immediately cancelled and no cash payments or other compensation will be provided.
- The SLC cannot be used to obtain any discounts or offers when booking Swan Mews.

COMMUNICATIONS

- In order to keep an SLC holder informed of offers and discounts, we will contact holders in writing or electronically on a regular basis.
- If you move or change your email address, please notify the hotel so that we can change our records accordingly. You can email us at info@swanhotelwells.co.uk or write to The Swan Hotel, Sadler Street, Wells, Somerset BA5 2RX

- Where vouchers are mailed or sent electronically we cannot accept any liability for non-receipt.
- You can terminate your membership at any time by advising us in writing. Any outstanding vouchers and discounts which you have accrued, will be immediately cancelled and no cash payments or other compensation will be provided.
- You must immediately notify the hotel of any lost or stolen cards by contacting 01749 836300. To retain your membership a new application form will need to be completed.

The information contained in the above terms and conditions are subject to change without notice. We may at any time vary these terms and conditions by publishing the varied terms and conditions on this website. You accept that by doing this, we have provided you with sufficient notice of these changes.

The information and materials connected to the Swan Loyalty Card cannot be replicated without prior written permission. You may not post, distribute or reproduce any copyrighted material, trademarks, or other proprietary information without obtaining owner permission of such rights.

Data Protection and Privacy Policy

We are a data controller for the purposes of the Data Protection Act 1998. By applying to be an SLC holder, you consent to us processing the personal details you give on your application form in order that we can provide you with the benefits of the scheme.

We will treat your personal information as confidential and promise never to release your personal details to any outside company for mailing or marketing purposes, although we reserve the right to disclose this information in the circumstances set out below.

You should be aware that if we are requested by the police or any other regulatory or government authority investigating suspected illegal activities to provide your Personal Information we are entitled to do so.

By filling in the application form, you consent us to notify you of special offers and discounts that may be of interest to you.

You agree that you do not object to us contacting you for any of the above purposes whether by telephone, e-mail or in writing and you confirm that you do not and will not consider any of the above as being a breach of any of your rights under the Privacy and Electronic Communications (EC Directive) Regulations 2003.

You may unsubscribe from our contact list at any time by replying to a promotional e-mail with the word "unsubscribe" in the subject line, by e-mailing us at info@swanhotelwells.co.uk

When entering any of our contests or prize draws, you provide your name, email address and mailing address. If you win, we will send the prize to the address entered and notify you by email or in writing or by telephone. When you enter a contest or prize draw, you are also included in our newsletter list to receive notice of promotions, specials and new additions to the Website. You may unsubscribe from this news list by following the unsubscribe instructions in any email received.

Please check back frequently to see any updates or changes to our privacy policy.

