

Winter Loyalty Card



TERMS & CONDITIONS

Loyalty card points are collected on food and/or drinks purchases and can be redeemed on any future purchase.

Each Winter Loyalty Card Point is worth 1p off any future purchase.

Points can be accrued October 1 & March 31 and points may be redeemed between October 1 and April 30.

How to earn points

For each £1 spent on drink 10 points are awarded. 5 points per £1 are awarded for food purchases. Points are gained on whole pounds only.

e.g. A drink costing £4.60 will gain you 40 points and a food item costing £4.60 will gain you 20 points.

To get points added to your card, please present your card at any time BEFORE PAYMENT. The card must be physically present on the day of purchase. (Points are not added until payment has been made.)

How To Redeem Your Points

To redeem your points, present your card before the relevant transaction is cashed off (i.e. before payment) and specify how many points you would like to redeem (or cash in all of them).

Each point is worth 1p off a future bill (which is 10% back on drinks purchased and 5% on food.)

Points from multiple loyalty cards cannot be used on one single transaction.

Can I Check How many Points I Have?

The number of points stored on your card appears on our till system when your card is presented, and your server can advise you of the current total.

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Convivial Pub Company Limited (trading as The Henny Swan) reserves the right to amend or withdraw the card and or scheme without any notification for any reason

- The card cannot be used in conjunction with any other offers or promotions unless they are specified as being part of The Winter Loyalty Card Scheme.
- Points cannot be exchanged for cash.
- Points can't be accrued on group food bookings (this is where a pre-order is requested for parties over 12 persons) or where a pre-order set menu is in operation. Drinks purchased during the meal can acquire points.
- If points have been collected on an item that needs to be refunded, your loyalty card needs to be presented at the same time so that the points can be adjusted accordingly before the refund is made.
- The loyalty card is non-transferable.
- Any attempt to fraudulently acquire points (e.g. where it is attempted to be used for purchases which are not by members of your party, or any other use deemed by us to not be in the spirit of the cards intended use) will result in that individuals card being cancelled with no refund or redemption of points.