



Craigies Loyalty Scheme Terms and Conditions

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These terms and conditions are applicable to the Craigies Loyalty scheme and any participation is considered as acceptance of the terms in effect at the time of participation.

The Craigies Loyalty Scheme account, card, key fobs, coupons, vouchers and points, in whatever form, are issued by and remain the property of Craigies Farm Ltd which may, at any time, terminate the scheme or alter or amend the conditions of operation of the scheme.

All members of the scheme must be resident in the UK and aged 18 years or over.

Members are only entitled to one Loyalty account each. Craigies Farm Ltd reserves the right to refuse, merge or close additional accounts at any time.

To access our exclusive scheme member discounts your Loyalty Scheme card/key fob must be presented at the checkout before the end of the transaction. No discount can be applied retrospectively

For every £1 spent in transactions with a loyalty card and at no cost to Scheme members, members will earn 1 point for Craigies Education & Environmental Project charity to help Craigies to support the local community with. Points will no longer be available to scheme members to spend, having been replaced by direct offers to scheme members and no points can be earned retrospectively.

Members must register their personal details and keep Craigies Farm Ltd informed of any changes. Craigies Farm Ltd cannot be held responsible for any loss of benefits incurred as a result of out of date details.

We use the personal information collected under this scheme to provide our products and services and to meet our contractual commitments to you. All data is processed in line with our privacy policy.

New accounts that are not used within three calendar months of first being registered and accounts that have been inactive for 18 calendar months from the date the card registered to the account was last used, will be closed and any accrued benefits will be forfeited. In either of these circumstances you may reapply for a new membership should you wish to rejoin.

The Craigies Loyalty card, in whatever form, is not transferable, cannot be copied and can only be used by the member who is named and registered for the card.

Craigies Loyalty cards, key fobs, coupons and vouchers remain the responsibility of the customer, as do any security details relating to the account. Craigies Farm Ltd cannot be held responsible for any loss arising from the member failing to ensure the safe-keeping of these items.

Craigies Farm Ltd may decline to issue, withdraw or cancel any accounts, cards, key fobs, coupons, vouchers and points, in whatever form, and / or remove a member from the scheme at any time where there is reasonable belief of any abuse or attempted abuse of the scheme; any breach or attempted breach of these terms; any behaviour relating to the scheme or Craigies Farm Ltd that involves theft, misconduct, abusive or offensive behaviour, or supplying false or misleading information.

The scheme is only for personal and consumer use.

Members can choose to leave the scheme at any time by emailing (loyalty@cragies.co.uk) with details of your account (Name and Address). By leaving the scheme members forfeit the right to any points or vouchers already accrued or issued, but you may re-activate your membership should you wish to rejoin by emailing (loyalty@cragies.co.uk) with details of your account (Name and Address).