

# Skincare Rewards Terms & Conditions

- 1.** The Skincare Rewards Scheme is promoted by Skin Health Spa (42, Welsh Row, Nantwich, Cheshire, CW5 5EJ).
- 2.** Applicants must be aged 18+ to join Skincare Rewards.
- 3.** By applying for or using the Skincare Rewards Scheme the Member agrees to be bound by these terms as varied from time to time. Any change to these terms will be posted on the Skin Health Spa website ([www.skinhealthspa.com](http://www.skinhealthspa.com)).
- 4.** Skin Health Spa reserve the right to cancel the rewards scheme and any benefits attributed to it at any time. In respect of any unused offers, Skin Health Spa will honour these offers in conjunction with the expiry date of that individual offer.
- 5.** Skin Health Spa reserve the right to substitute prizes or rewards in the event of circumstances outside its control.
- 6.** Skin Health Spa's Skincare Rewards scheme is open to individuals only and is not available to members of a group or club. Neither the club nor any offers are transferable or resalable.
- 7.** Skin Health Spa reserve the right to vary the level/value of prizes at any time and without notification.
- 8.** The prizes & rewards earned are not exchangeable for cash, other gift vouchers, or any other excluded category of products and can only be used as explained on promotional material.
- 9.** Members are only permitted to hold one card / programme account.
- 10.** If no transaction occurs by a member in any 12 month period, the members card / club may expire and any offers may be cancelled.
- 11.** Any prize vouchers or rewards vouchers issued to a cardholder are subject to the terms and conditions printed on the voucher and detailed in this document.
- 12.** A cardholder / member is responsible for looking after the card and Skin Health Spa is not responsible for any lost or stolen cards.
- 13.** Lost or damaged cards may be replaced at the discretion of Skin Health Spa. Customers may be charged for this service.
- 14.** Skincare Rewards cards remain the property of Skin Health Spa and the cardholder shall return the card if requested by Skin Health Spa.
- 15.** Skin Health Spa is not responsible for any errors resulting from fraudulent use of a card or the inability of a cardholder to receive or redeem credits or use vouchers, unless in any such case it is caused by Skin Health Spa negligence or fraud.
- 16.** Skin Health Spa reserves the right to terminate the Skincare Rewards Scheme at any time by giving two months notice of its intention to do so. Any such notice will be posted on the Skin Health Spa website ([www.skinhealthspa.com](http://www.skinhealthspa.com))

- 17.** Rewards are only offered as a result of purchasing treatments or products within Skin Health Spa Clinics. Points will not be calculated and added from online voucher payments.
- 18.** All contact information must be completed in full at the time of signing up. Skin Health Spa reserve the right not to accept any incomplete forms.
- 19.** Rewards may only be redeemed by the named member of Skincare Rewards Scheme.
- 20.** Redemption offers and redemption partners may change from time to time.
- 21.** Particular redemption offers may have their own particular Terms & Conditions. By taking up any such offer, you are agreeing to these Terms & Conditions.
- 22.** Full Terms & Conditions of any offers made via Skin Health Spa can be obtained by emailing [info@skinhealthspa.com](mailto:info@skinhealthspa.com)
- 23.** Nothing in the Terms & Conditions shall limit or exclude Skin Health Spa's liability or for any other liability the exclusion or limitation of which is not permitted by law (nothing in the Terms & Conditions affects your statutory rights).
- 24.** Skin Health Spa is committed to protecting your privacy. Your personal information is collected and processed only in accordance with the administration of the Skincare Rewards Scheme and to contact you for the purpose as described in the application process.
- 25.** Skin Health Spa can accept no liability for personal loss or injury at any of the participating venues as far as permitted by law.
- 26.** By joining the Skincare Rewards Scheme you are agreeing to being contacted by post, mobile text messages, telephone or email in relation to the Skincare Rewards Scheme and the Skincare Rewards Scheme related communications.
- 27.** Skin Health Spa adheres to the Data Protection Act 1998.
- 28.** Any prize vouchers or rewards vouchers issued to a cardholder are only permitted for use on skin and laser treatments. Rewards vouchers cannot be used for any injectable or nurse/Doctor led treatment.
- 29.** Prize vouchers or rewards vouchers issued to the cardholder are only permitted for use of payment towards for certain skin and laser treatment offers and promotions, at the clinic manager's discretion. Please check with your local manager to see whether your voucher is valid for use on an offer.
- 30.** Rewards vouchers may not be used on any offers or promotions from third parties, online voucher deal sites, or purchase of Skin Health Spa vouchers online.
- 31.** Rewards vouchers cannot be used in conjunction with any other promotional voucher, including survey or birthday vouchers.
- 32.** Points will be kept on account for a maximum of 24 months. If the points are not redeemed in this period they will be deleted from the account and lost.
- 33.** Vouchers sent out from redemption of points will be valid for use within 12 months of the date on the voucher. If the voucher is not used within the 12 months it will be classed as expired and not valid for use. Another voucher will not be issued.

