

MY CHIPPY REWARDS SCHEME: TERMS AND CONDITIONS (MARCH 2025)

To sign up to our new loyalty programme and to receive our online offers and coupons, you will have to opt into marketing. You will not be eligible for these offers if you have not given us your consent to receive marketing communications from us.

'We', 'Our', 'Us' / Fishnchickn Ltd (and our *trading brands*: 'Fishnchickn', 'Churchill's Fish & Chips', 'Bankers Fish & Chips', 'The Boundary Fish & Chips', 'Toff's of Muswell Hill' and 'Serial Grill') use a points & stamp combined reward scheme which offers the following:

Points:

- Earn 200 points and receive a £10 coupon to be redeemed.
- Earn 1 point for every £1 spent.
- Points are awarded based on the price of each individual product rounded to the nearest pound, not the final cost of all items combined at checkout. Points are rounded down from 49p and up from 50p on each item.
- **Example 1:** Customer orders 3 x Small Haddock @ £6.35 each and earns 18 points (3 x £6), despite the total basket spend being £19.05
- **Example 2:** Customers orders 3 x 3 SFC & Free Chips @ £8.59 and earns 27 points (3 x £9), despite the total basket spend being £25.77

Stamps:

- Earn a stamp for each transaction with a minimum spend of £10.
- Collect 5 stamps and receive a coupon for 1 free regular portion of chips.

Coupons:

Coupons can be redeemed in-store and through our online ordering platforms on click and collect and home delivery (available in selected stores). Coupons **cannot** be redeemed through any third-party aggregators such as Just Eat, Deliveroo or Uber Eats.

Members who have opted into receiving marketing are also eligible to receive monthly coupon offers. Welcome coupons will be in members accounts on sign-up, these are outlined below. New exclusive monthly coupons will be automatically loaded onto members online accounts on the 18th of each month. They will be valid for 4 weeks.

1. Coupons are not redeemable in conjunction with our lunchtime offers or any other promotions
2. Menus may vary from each location and all products are subject to availability
3. Points, stamps and coupons are not exchangeable for cash
4. All coupons will be redeemable at all Fishnchickn Ltd outlets trading under Fishnchickn, Churchill's Fish & Chips, Bankers Fish & Chips, Toff's of Muswell Hill, The Boundary Fish & Chips and Serial Grill.
5. Coupons must be used within 4 weeks from date of issue
6. A minimum spend may be required to redeem discounts and offers
7. We reserve all rights to refuse the redemption of any fraudulent or altered coupons
8. We reserve the right to make changes or withdraw our loyalty offers at any time, without prior notice

Welcome offer coupons

If you have opted into marketing when joining our database and loyalty scheme, you will receive welcome coupons for:

- 1 portion of ½ Chicken / 3 SFC & Chips for £4.99. Available anytime, any day.
- 1 Bargain Bangers Bundle (4 Sausage & Chips) for £9.99. Available anytime, any day. (Excluding Fishnchickn The Stow).
- 20% off 1 portion of Haddock (any size). Available anytime, any day.
- 20% off Click & Collect

1. All chips are served as a regular portion.
2. All sign-up offer coupons are valid for 4 weeks from date of issue.
3. All coupons are single use.

4. Coupons must be applied in basket or scanned in store. They do not apply automatically. For a coupon to apply the qualifying item must already be in basket.
5. Please note, the menu may vary from store to store, and all products are subject to availability.
6. We reserve the right to make changes or withdraw our loyalty offers at any time, without prior notice.
7. Our sign-up coupons cannot be redeemed through home delivery. Sign-up Coupons are only redeemable through our click and collect platform or in-store takeaway only, unless otherwise stated.
8. A minimum spend may be required to redeem discounts and offers.

NEW 50% off chips when signing up (1st April 2025- 30th April 2025)

If you have opted into marketing when joining our My Chippy loyalty scheme by 30th April 2025, you will receive two coupons for 50% off Chips, valid for 1 month. The offer will only be live for redemption for one month from the date that you sign-up up until 30th April 2025. The latest possible redemption date for this offer is 29th May 2025. Anyone who signs up to My Chippy after 30th April 2025 will not qualify for the 50% off chips offer.

1. The two coupons that you will receive are: 50% off 1 portion of chips and 50% off 2 portions of chips
2. Only 1 coupon can be applied per transaction
3. Each coupon is valid for 30 days and can be used once every 5 days
4. The coupon goes dormant for 5 days after each use, then reawakens automatically when it can be used again. The time lock is on an hourly basis so runs for 120 hours in total. If a purchase was made at 17:30 on Day 1, the coupon will become available to use again at 17:30 on Day 6.
5. There is a maximum of two half price portions with coupon b and a maximum of 1 half price portion with coupon a. They can be used on both regular and large sizes.
6. There is a maximum of three half price portions of chips every five days
7. All sizes of chips qualify, but the discount applies to cheapest portion in your order

8. The 50% off two portions of chips coupon is actually a *Buy One Get One Free* mechanism behind the scenes so if there is a mixture of large and regular chips in your order only the full value of a regular chips will be discounted.
9. The 30-day validity period for the two coupons will depend on the date of sign-up. If you sign up on or before 7th April 2025 the 50% off coupons will arrive in your account 7th April and be valid between 7th April 2025 and 6th May 2025. If you sign up 21st April 2025, for example, the coupons will be valid until 20th May 2025.
10. 50% off chips sign-up offer coupons are valid between 7th April 2025- 29th May 2025. The exact 30-day period varies per individual based on sign-up date.
11. There is a maximum discount of 18 half price portions of chips per customer.
12. To have the opportunity to receive the full 18 portion discount both coupons must be used on the day you sign up and then every 5 days until the last day.
13. We reserve the right to make changes or withdraw our loyalty offers at any time, without prior notice
14. Coupons can be redeemed in-store and through our online ordering platforms on click and collect and home delivery. The coupons must be redeemed in store or applied in basket, they do not apply automatically.
15. Coupons **cannot** be redeemed through any third-party aggregators such as Just Eat, Deliveroo or Uber Eats

Birthday Coupons:

If you have opted into marketing when joining our database and submitted your date of birth to us, you will receive a 25% off coupon a week before your birthday to celebrate. You can redeem your coupon in-store or by ordering Click & Collect online.

1. This promotion cannot be used in conjunction with any other coupon and cannot be used through any of our external online ordering platforms/ partners,
2. The coupon is valid for 14 days from the date you received your coupon.
3. We reserve the right to make changes or withdraw our loyalty offers at any time, without prior notice

Time limited offers

We may on occasion offer time and or location specific offers for example: Double points on Haddock, Double points Thursdays, 10% off purchases between 14:00 and 17:00 in X shop. Not all members of our loyalty scheme will receive the same coupons, some offers may be specific to a location or purchasing history. Specific terms and conditions for one off coupons will be featured on the coupon.

Data protection:

We will collect, store, and process your personal information in accordance with our Privacy Policy, which forms part of these terms and conditions. Please have a read of our Privacy Policy to make sure you are happy with its contents. By creating an account, you are telling us that you agree to everything set out in our Privacy Policy.

Contact us:

If you have any queries or feedback regarding our loyalty schemes/ discounts or anything else, please contact our head office at customerservice@tcg-ltd.co.uk or call 01279 713560.