

## MY CHIPPY REWARDS SCHEME: TERMS & CONDITIONS (June 2026)

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.

At *The Boundary Fish & Chips* and *Toff's of Muswell Hill* stamps can be earned on takeaway, collection and restaurant orders. However, points can only be earned on takeaway and collection orders, restaurant orders do not qualify.

The points reward coupon for £10 can be redeemed in-store, at kiosk, online for collection and in the restaurants at The Boundary and Toff's of Muswell Hill. It is valid for exactly 30 days, calculated as 720 hours from the date and time of issue. Coupons must be used within this validity period. This means a coupon may expire earlier in the day on the expiry date shown and may not remain available until the end of that calendar day.

To avoid disappointment, we recommend using your coupon before the expiry date shown, rather than waiting until the final day. Once the validity period has passed, the coupon will automatically expire and cannot be reissued, reinstated or redeemed under any circumstances.

The stamp reward coupon for a free regular portion of chips can be redeemed in-store, at kiosk and online for collection, but not in the restaurants at The Boundary and Toff's of Muswell Hill. It is valid for exactly 30 days, calculated as 720 hours from the date and time of

issue. Coupons must be used within this validity period. This means a coupon may expire earlier in the day on the expiry date shown and may not remain available until the end of that calendar day. To avoid disappointment, we recommend using your coupon before the expiry date shown, rather than waiting until the final day. Once the validity period has passed, the coupon will automatically expire and cannot be reissued, reinstated or redeemed under any circumstances.

### **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 additional exclusive coupons. Welcome coupons will be in members accounts on sign-up, these are outlined below. Additional coupons may be automatically loaded onto members online accounts at various points in the month, the number and type of coupons will vary from month to month and from shop to shop.

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. Coupons must be used within the validity period outlined on the coupon
5. A minimum spend may be required to redeem discounts and offers
6. We reserve all rights to refuse the redemption of any fraudulent or altered coupons
7. 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 a welcome coupon for:

- 1 free portion of regular chips (when you spend £5). Available any time any day.
1. All chips are served as a regular portion.
  2. It is valid for exactly 30 days, calculated as 720 hours from the date and time of issue. Coupons must be used within this validity period. This means a coupon may expire earlier in the day on the expiry date shown and may not remain available until the end of that calendar day. To avoid disappointment, we recommend using your coupon before the expiry date shown, rather than waiting until the final day.
  3. Once the validity period has passed, the coupon will automatically expire and cannot be reissued, reinstated or redeemed under any circumstances.

4. All coupons are single use.
5. Coupons must be applied in cart before check-out or scanned in store. They do not apply automatically. For a coupon to apply the qualifying item must already be in basket.
6. The coupon applies to portions of chips in basket, removing the cost of a regular chip portion, it does not add an additional portion to your order. If you wish to enjoy an additional portion of regular chips please add another to basket.
7. Please note, the menu may vary from store to store, and all products are subject to availability.
8. We reserve the right to make changes or withdraw our loyalty offers at any time, without prior notice.
9. 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.
10. A minimum spend of £5 is required to redeem this offer.

### **Golden Hour 10% Off Click & Collect Coupon**

When you are signed in to your account and place a click & collect order between 20:00 and 21:00, a 10% Golden Hour discount coupon will be automatically applied to your basket.

This offer applies to orders placed during the promotional time window only. It does not apply to orders placed in advance for collection between 20:00 and 21:00.

If you wish to use a different coupon during this period, you must remove the Golden Hour coupon from your basket and apply your chosen coupon instead.

1. The Golden Hour coupon cannot be used in conjunction with any other coupon, discount, promotion or offer.
2. This offer is available for click & collect orders placed through our own online ordering platform only. It is not valid on orders placed through any external online ordering platforms, delivery partners or third-party websites.
3. The coupon is valid daily between 20:00 and 21:00 until 31 July 2026, unless withdrawn earlier.
4. We reserve the right to amend, suspend or withdraw this promotion at any time without prior notice.
5. The discount has no cash value and cannot be exchanged for cash or credit.
6. The discount will only apply where the relevant conditions are met at the time the order is placed.

### **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. Birthday coupons cannot be redeemed in our restaurants at The Boundary or Toff's of Muswell Hill

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 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 an individual's 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, contact our head office at **customerservice@tcg-ltd.co.uk** or call **01279 713560**.