Terms & Conditions

The use of our Loyalty Card constitutes your acceptance of these Terms & Conditions, so please spend a couple of minutes to read through them.

1. Becoming a Loyalty Card Member
(a) The Loyalty Card System is open only to UK residents aged 18 and over, following completion and acceptance of an application form.
(b) To become a member of the scheme, you'll need to submit a fully completed application form either online or via one of our Ideal Collection venues.
(c) Ideal Collection reserves the right to refuse any application, or cancel an individual membership at any time at our absolute discretion.
(d) If at any time your contact details change, it is your responsibility to advise Ideal Collection by emailing loyalty@idealcollection.co.uk
(e) Loyalty Cards require a £5 set up fee. However on approval of your application this fee will be converted to the value of 5 points which will be credited onto your card.
(f) If you use the online application form you will not be required to pay the £5 set up fee but your card will not have the initial 5 points credited to it.

2. The Loyalty Card
(a) Your Card can be used at any of the Ideal Collection venues.(b) Your Card is not a credit, debit or cheque guarantee card.
(c) Cards are not transferable. This includes using the points to purchase as a gift card.
(d) Points are redeemable only when your Card is presented.

3. Earning Loyalty Card Points
() You must present your Card at the time of purchase to qualify for any points.
(b) For every £10 spent, whether at once or in stages - you will accrue 1 point.
(a) Points must be claimed within 7 days, and proof of purchase must be provided – to be sent to loyalty@idealcollection.co.uk
(b) There will be an admin fee of £3 credit for all points added not at point of purchase.
(c) 1 point is the equivalent of £1 for redemption.
(d) Points have no cash value and cannot be redeemed for cash. (e) Points can be earned every time a Loyalty Card is produced at point of purchase.
(f) Points will not be given on any cash back amounts.
(g) Some elements of spend may be excluded from the System at the discretion of Ideal Collection, i.e. 'service charges'.
(h) A maximum of £50 credit can be accrued on any 1 day.

4. Redeeming Your Points
(a) Points can only be redeemed Monday – Thursday.
(b) The redemption of points is subject to these Terms & Conditions.
(c) Points cannot be used in conjunction with any other offers or promotion unless otherwise stated.
(d) There is no expiry date on your points.
(e) Ideal Collection cannot be held responsible for any lost or stolen cards.
(f) Ideal Collection may refuse to redeem points and/or authorise the issue of points if, in their reasonable opinion, it is considered that the Loyalty Scheme is being misused or if you are in breach of any of the terms of this Agreement.
(g) A maximum of £150 can be redeemed on any 1 day.

5. Issuer's Rights
(a) The Card is issued by and remains the property of Ideal Collection.
(b) Loyalty reserves the right to withdraw the card at any time or refuse to replace the card. Any points balance on withdrawn cards will be lost.
(c) You must surrender the card to Ideal Collection upon request.
(d) If you do not use your card in any 6 month period, Ideal Collection reserves the right to cancel the card, with any points balance lost.
(e) Ideal Collection reserves the right to cancel this scheme on the provision of 30 days notice to all members.

6. Cancelling a Card or Reporting it Lost or Stolen
(a) If your Card is lost or stolen, please obtain a replacement from Ideal Collection and ask us to transfer all your details and any points across to that new member card number. If you should find your missing card at a later date then please ensure it is destroyed to avoid confusion. There may be a charge of up to £5.00 for a replacement card at the company's discretion.

7. Data Protection
Personal data supplied by an applicant or a Cardholder will be held and processed by Ideal Collection to operate your account; to confirm, update and enhance our customer records; for statistical analysis; and to establish any Cardholder's identity.
(b) Ideal Collection may use information about any applicant or Cardholder to send the applicant or Cardholder information about any promotions offered by any of the venues associated with the Ideal Collection group.

8. General
(a) These Terms & Conditions shall be governed by English Law and you submit to the exclusive jurisdiction of the English courts to settle any dispute arising out of or in connection with them, the Card or the System.
(b) Loyalty is operated and managed by Ideal Collection, registered as Ideal Leisure Ltd. Ideal Leisure Ltd is registered in England with Company Number 5363147, with registered address at 28 Oxford Street, Southampton, SO14 3DJ.
(c) Ideal Collection reserves the right to vary these Terms & Conditions at any time without written notice to applicants, Members or Cardholders. This website will always contain the most recent and up to date version of these Terms & Conditions.
(d) If an Ideal Collection venue wishes to withdraw the Loyalty System then it may do so by writing to all applicants and cardholders and giving them 30 days notice of removing themselves from the scheme.
(e) All correspondence regarding the loyalty scheme should be emailed to loyalty@idealcollection.co.uk