

SU Rewards Terms & Conditions

1. Eligibility

- SU Rewards is the loyalty programme operated by The University of Bath Students' Union (registered charity number 1206187), trading as The SU Bath.
- The Scheme is open to members of the University community making eligible purchases from participating The SU Bath products, services, outlets and online platforms.
- By participating in SU Rewards, you agree to these Terms & Conditions.

2. Earning Points

- Customers will receive 5 points for every £1 spent on qualifying purchases.
- Each point has a redemption value of £0.01 (one penny), providing a reward value equivalent to 5% of qualifying spend.
- A qualifying purchase is defined as any food or drink item purchased at The Corner or The Plug & Tub, together with any other purchases specifically designated by The SU Bath from time to time.
- Additional qualifying purchases may be included periodically and will be communicated through SU Bath communication channels.
- SU Rewards points, rewards and offers cannot be earned in the Tub while it is operating as a nightclub, unless expressly stated as part of a specific promotion or event. Any such promotion will be subject to its own terms and conditions.
- Points are awarded at the time of purchase and are non-transferable.
- The SU Bath reserves the right to adjust points balances where points have been awarded, transferred or redeemed in error.

3. Redeeming Points

- Points can be redeemed against future purchases of food or drink items only.
- Points can be redeemed in either The Corner or The Plug & Tub, regardless of where the points were originally earned.
- Occasionally, points may also be redeemable at other SU Bath outlets or platforms, as communicated by The SU Bath.
- SU Rewards points, rewards and offers cannot be redeemed in the Tub while it is operating as a nightclub, unless expressly stated as part of a specific promotion or event. Any such promotion will be subject to its own terms and conditions.

- Points cannot be exchanged for cash and cannot be used in conjunction with other offers or promotions unless expressly stated otherwise.

4. Account Use

- Digital loyalty accounts remain the responsibility of the customer.
- Customers are responsible for maintaining the security of their account and keeping their contact details accurate and up to date.
- The SU Bath is not liable for any unauthorised use of an account.
- Customers should notify The SU Bath as soon as possible if they believe their account has been accessed or used without authorisation.
- Loyalty points, rewards and stamps have no monetary value outside of the Scheme.

5. Expiry

- An account will be considered dormant where no qualifying transaction has been recorded for a continuous period of 24 months.
- Dormant accounts may be deleted and any associated points, rewards or benefits will expire.
- Expired points, rewards or benefits will not be reissued, reinstated or extended.

6. Changes to the Scheme

- The SU Bath reserves the right to amend, suspend or withdraw the Scheme, rewards, benefits or these Terms & Conditions at any time.
- Where reasonably practicable, any material changes will be communicated in advance through appropriate communication channels, including the SU Bath website, email communications or in-store notices.
- Customers are responsible for reviewing any updates to the Terms & Conditions.
- Changes will take effect from the date they are published online and/or displayed in participating outlets unless otherwise stated.

7. Fair Use

- The Scheme is intended for personal, non-commercial use only.
- The SU Bath reserves the right to refuse, suspend or terminate participation in the Scheme where it reasonably believes that a member is abusing the Scheme, acting fraudulently or otherwise acting contrary to these Terms & Conditions.
- Any points, rewards or benefits obtained through misuse of the Scheme may be removed without notice.

Data Protection and Privacy

1. When you join and use SU Rewards, The SU Bath may collect and process personal information necessary to operate the Scheme, including your name, contact details, account information, transaction history, points balance and rewards activity.
2. The SU Bath will process personal information in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
3. Personal information will only be used for purposes connected with operating and administering SU Rewards, including:
 - a. Awarding and redeeming points;
 - b. Managing customer accounts;
 - c. Providing rewards, offers and Scheme-related communications;
 - d. Preventing fraud, misuse or unauthorised activity; and
 - e. Complying with legal and regulatory obligations.
4. Further information about how The SU Bath collects, uses, stores and protects personal information, including information about your rights, can be found in The SU Bath Privacy Notice: [Privacy-Policy-03.2024.pdf](#)
5. Where The SU Bath wishes to use personal information for direct marketing purposes, this will be carried out in accordance with applicable data protection and electronic marketing laws. Where required, customers will be given the opportunity to provide consent or opt out of marketing communications.
6. Customers may have rights relating to their personal information, including rights to access, correct, erase, restrict or object to certain processing activities, subject to applicable legal requirements. Further information is available in The SU Bath Privacy Notice.

8. General

- The Scheme is operated by The University of Bath Students' Union (registered charity number 1206187), trading as The SU Bath, Claverton Down, Bath.
- These Terms & Conditions do not affect any statutory rights available under applicable law.
- These Terms & Conditions shall be governed by and construed in accordance with the laws of England and Wales.
- Any dispute arising out of or in connection with the Scheme or these Terms & Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.