

## PIZZASTORM TERMS & CONDITIONS

### PIZZASTORM LOYALTY SCHEME

#### Loyalty Card Terms and Conditions

The PizzaStorm loyalty scheme is operated in participating restaurants by BV Restaurant Group Limited.

These terms and conditions ("Terms") and the BV Restaurant Group privacy policy applies to use of your PizzaStorm loyalty card. Use and / or registration of your loyalty card constitutes acceptance of these Terms.

#### The PizzaStorm Loyalty Card

1. The PizzaStorm Loyalty Card is issued by and remains the property of PizzaStorm and must be returned to use, or destroyed at our request. The PizzaStorm Loyalty Card Scheme is open only to UK residents over the age of 18. You can pick up your PizzaStorm Loyalty Card in-restaurant and as soon as you have it, can start to earn loyalty points. However, you will not be able to redeem your loyalty points until you have registered your PizzaStorm Loyalty Card at [www.pizzastorm.pizza](http://www.pizzastorm.pizza) and received a notification email from PizzaStorm that your account has been registered.
2. The PizzaStorm Loyalty Card is non-transferable and may only be used by the person that has registered it. Only one card will be issued per person. You are responsible for notifying PizzaStorm if your details change.
3. If you lose your PizzaStorm Loyalty Card, or it ceases to work for any reason PizzaStorm may at its sole discretion replace your loyalty card and, once you have registered your new card, transfer any points collected on it to the new card. The original card will then cease to work.
4. If you not use your PizzaStorm loyalty card to make a purchase for 12 months or more, any loyalty points on it will expire and your balance will be reset to zero.

#### Collecting & Redeeming Points

5. Order any "Simple Pizza", "Create Your Own" or "PizzaStorm Signature" pizza in a participating PizzaStorm restaurant and you are eligible to receive one (1) loyalty point per qualifying purchase. A maximum of one (1) loyalty point per loyalty card holder per day will be awarded.
6. Loyalty points can only be added on presentation of your PizzaStorm Loyalty Card at the point of purchase in restaurant and unfortunately cannot be added on third party sites or via online ordering (sorry!). Points cannot be added once an order has been paid for.
7. On ordering your first pizza you will be rewarded with one (1) loyalty point and will need to activate your loyalty card at [www.pizzastorm.pizza](http://www.pizzastorm.pizza) to start to collect further points to your card.
8. On activation of your loyalty card you will receive a Free Pizza email entitling you to a Free "PizzaStorm Originals" pizza on your 2<sup>nd</sup> visit. On collection of your free pizza you will receive one (1) free loyalty point too.
9. Once you have received four (4) points you will be eligible for another Free "PizzaStorm Originals" pizza on your 5<sup>th</sup> visit. Again, on collection of your free pizza you will receive one (1) free loyalty point.
10. Once you've collected an additional two (2) points (seven (7) points in total) you will be eligible for another Free "PizzaStorm Originals" pizza on your 8<sup>th</sup> visit.
11. Collecting a total of eleven (11) points will allow you to redeem for a Free "Create Your Own" pizza plus Free Soft Drink on your 12<sup>th</sup> visit.
12. The Free Soft Drink can be a choice of either: Any Refillable Soda (Coca-Cola, Coca Cola Zero Sugar, Diet Coke, Vimto, Sunkist Orange, Sunkist Lemonade, or Carbonated Water) or Any Refillable Fruit Flavoured Water (Bramley Apple & Elderflower, or Rhubarb & Rosehip) or Bottled Water 500ml (Still or Sparkling) or Feel Good Cartons 180ml (Blackcurrant & Apple, or Orange & Pineapple). [Drink selection may vary between restaurants]
13. Loyalty points can only be collected alongside a Student, Staff, or Emergency Services Discount if your total bill comes to over £8 after discount.
14. Loyalty points cannot be added in conjunction with any other offer or discount. Loyalty points have no cash value and cannot be swapped or changed for an alternative product or discount. PizzaStorm shall be entitled at any time to cancel points awarded if the relevant product(s) to which such award relates to are returned or cancelled for any reason, and a refund of the purchase price is given.
15. From time to time PizzaStorm may run special promotions and offer additional points or rewards to loyalty members. PizzaStorm may set a limit on how many promotional points can be awarded to any one account. PizzaStorm reserve the right to refuse to accept a PizzaStorm Loyalty Card or to limit the use of a PizzaStorm Loyalty Card which it deems to have been tampered with, duplicated, damaged, or which otherwise is suspected to be affected by fraud, misconduct, or unauthorised use.

#### Privacy

PizzaStorm's privacy policy shall govern the use of personal information that we collect from you. Please familiarise yourself with this policy and check it regularly to make sure you understand the latest version. PizzaStorm may use your details for marketing purposes to allow PizzaStorm to send you news of special events, offers, and promotions. Please see our Privacy Notice for more information.

#### General

PizzaStorm reserve the right, without notice, to amend or terminate the loyalty scheme or amend these Terms at any time. These Terms are subject to English Law. PizzaStorm's sole liability in connection with these Terms shall be to credit you with loyalty points in the event that such loyalty points were incorrectly deducted or should have been credited but were not. Nothing in these Terms shall limit PizzaStorm's liability in respect of death or personal injury caused by their negligence. In the event of any conflict or inconsistency with any other communication, including advertising, marketing, or promotional material, these Terms shall prevail. The PizzaStorm Loyalty Scheme is administered by BV Restaurant Group Limited ("PizzaStorm") (company number 09689333) at Fitzroy Place, 5<sup>th</sup> Floor, 8 Mortimer Street, London W1T 3JJ.

## PIZZASTORM SATISFACTION GUARANTEE

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We want you to be fully satisfied with your pizza every time you dine at PizzaStorm. That's why we stand by our Satisfaction Guarantee.

- Endless ingredient combinations
- Made fresh and served fast
- It's up to you what goes on your pizza

So, if you're not 100% happy, we'll replace your pizza!

\*We'll replace any pizza that a customer of ours is unhappy with provided that it is given back and has not been completely finished or altered in any way from the pizza first received.

### Terms & Conditions

The PizzaStorm Satisfaction Guarantee applies to all pizza purchases (Create Your Own, Signature, or Favourite Pizzas, and pizza included in Meal Deal offers) at all PizzaStorm restaurants

1. If you, our customer, are not entirely satisfied with your purchase, simply approach any PizzaStorm employee in order to start the replacement process. No purchase receipt or till slip will be required under this Satisfaction Guarantee.

1.2 When requesting a replacement in terms of the Satisfaction Guarantee, you will be required to return the product, in the same condition in which you received it, to the PizzaStorm employee dealing with your issue.

1.3 Should you not have any of the product available anymore, or should the condition in which you received the product have been altered, this Satisfaction Guarantee no longer applies and you will not be entitled to a replacement.

1.4 We will gladly replace the pizza with another one of your choice.

1.5 Replacement product only offered. No cash alternative or refund will be given. If you do not wish to take a replacement product at the time of raising your issue with a member of the PizzaStorm team, a replacement voucher will be issued to be used within a fixed period of time at Manager's discretion.

1.6 Only one replacement will be generated per customer per transaction. The Satisfaction Guarantee does not apply to any replacement product provided under this Policy.

1.7 The Satisfaction Guarantee Replacement policy only applies to in-restaurant and Click & Collect purchases, and excludes Take-Out, and Deliveroo orders.

1.8 Final decision is at the Manager's discretion

## PIZZASTORM DISCOUNTS, DEALS, & OFFERS

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All offers are Subject to availability. Not available in conjunction with any other offer(s) or promotion(s), and no cash alternative. We reserve the right to withdraw or amend this offer at any time and without prior notice.

Promoter: BV Restaurant Group Limited ("PizzaStorm") (company number 09689333) at Fitzroy Place, 5th Floor, 8 Mortimer Street, London W1T 3JJ.

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### Student Discount, Emergency Services & Military Discount

10% off total bill. Valid all day, Sunday to Friday (excludes Saturdays).

Valid Student ID card must be presented at the till

Entitles the cardholder only to the discount and can only be redeemed a maximum of 2 transactions per day

Discount applied to total bill. Excludes specials and promotional deals.

Valid in-restaurant and take-out orders only and excludes Click & Collect Collection, and deliveries.

Cannot be used to purchase a PizzaStorm or an affiliate gift card

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### Newcastle Intu Eldon Square Staff (Newcastle restaurant only)

10% off total bill. Valid all day, Sunday to Friday (excludes Saturdays).

Valid proof of staff ID card must be presented at the till

Entitles the cardholder only to the discount and can only be redeemed a maximum of 2 transactions per day

Discount applied to total bill. Excludes specials and promotional deals.

Valid in-restaurant and take-out orders only and excludes Click & Collect Collection, and deliveries.

Cannot be used to purchase a PizzaStorm or an affiliate gift card

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### PizzaStorm Business Partnership Deals

Valid on selected days during allotted hours. See individual terms agreed with business.

Valid proof of staff ID card must be presented at the till

Entitles the cardholder only to the discount and can only be redeemed a maximum of 2 transactions per day

Discount applied to total bill. Excludes specials and promotional deals.

Valid in-restaurant and take-out orders only and excludes Click & Collect Collection, and deliveries.

We reserve the right to withdraw or amend this offer at any time and without prior notice.

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### Pizza, Side, and Drink Meal Deal – ALL RESTAURANTS

**Pizza** (Choice of): Any Signature Menu Pizza

**Side** (Choice of either): Garlic Breadbites, Flatbread, Potato Wedges, Loaded Wedges, or House Salad (Selection may vary between restaurants). Mac n Cheese, or Mac n Cheese with Bacon available with 50p additional charge.

**Drink** (Choice of either): Any 330ml Soft Drink Can, or Any Refillable Soda (Coca-Cola, Coca Cola Zero Sugar, Diet Coke, Vimto, Sunkist Orange, Sunkist Lemonade, or Carbonated Water) or Any Refillable Fruit Flavoured Water (Bramley Apple & Elderflower, Sour Cherry Red Grape & Hibiscus, or Rhubarb & Rosehip). (Drink selection may vary between restaurants)

Customers at our **Nottingham restaurant** may upgrade their drink to a milkshake for an additional charge.

Customers at our **Newcastle restaurant** may add an ice cream to their meal deal for an additional charge.

Valid in participating restaurants, for eat-in and take-out orders, Deliveroo and Click & Collect. Selected days only. Subject to availability.

Not available in conjunction with any other offer(s) or promotion(s), and no cash alternative. Please contact your local restaurant for information as promotions and prices may vary between restaurants. We reserve the right to withdraw or amend this offer at any time and without prior notice.

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### 2 for 1 Pizza Deal – ALL RESTAURANTS

**Pizza** (Choice of): Any Pizza available in restaurant including Create Your Own and Signature Menu Pizzas.

Valid in participating restaurants, for eat-in orders only on selected days during allotted hours. Subject to availability. Cheapest pizza is free. Not available in conjunction with any other offer(s) or promotion(s), and no cash alternative. Please contact your local restaurant for information as promotions and prices may vary between restaurants. We reserve the right to withdraw or amend this offer at any time and without prior notice.

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### Pizza Fest – Nottingham Restaurant Only

**Selection of our popular Signature 14" pizzas plus selection of Sides (Garlic Breadbites, Flatbread only) available.**

Available for walk-in and pre-booked customers.

Recommend pre-bookings for large groups (8 people +) via our website [www.pizzastorm.pizzastorm](http://www.pizzastorm.pizzastorm)

Time-limited to 90 minutes. This commences from the time of ordering.

New selection of food will be brought to your table once your plate has been cleared

If you have any specific dietary requirements (i.e. gluten free, vegan or vegetarian) please inform us when you are seated and we will endeavour to tailor selection to your requirements.

Deal does not include Create Your Own pizzas.

Option of other Sides available to purchase, along with choice of Desserts and Drinks (non-alcoholic, and alcoholic) for purchase alongside deal.

Valid in participating restaurants for eat-in orders only. Selected days only. Subject to availability. Not available in conjunction with any other offer(s) or promotion(s), and no cash alternative.

Management reserve the right to withdraw or amend the offer at any time and without prior notice.

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## 2 for 1 on Selected Milkshakes – Newcastle Screen on the Green – NEWCASTLE ONLY

2 for 1 Milkshakes on selected flavours only. Choice of Strawberry Cheesecake or Chocolate Oreo only.

To qualify for purchase you must give the advertised code word when placing your order.

Valid in **Newcastle restaurant from Monday 2<sup>nd</sup> July 2018 until Sunday 2<sup>nd</sup> September 2018** for in-restaurant, take-out, and Click & Collect orders only. Excludes Deliveroo orders.

Subject to availability. Not available in conjunction with any other offer(s) or promotion(s), and no cash alternative. We reserve the right to withdraw or amend this offer at any time and without prior notice.

## SUMMER INSTANT SCRATCH & WIN - ALL RESTAURANTS

### 1. Entrants

Entrants must be aged 16years old or over and a UK resident to participate in the Scratch to Win Promotion at PizzaStorm 2018 (“Summer Promotion”). The following are not eligible to participate: (i) employees and immediate family members of employees of any BV Restaurant Group Ltd “PizzaStorm” restaurant (“the Promoter”), (ii) other persons assisting with this Promotion. By participating in the promotion you agree to be bound by these terms and conditions.

### 2. Duration

The Promotion will run from **23<sup>rd</sup> July 2018 to 31<sup>st</sup> August 2018 (inclusive)** at participating PizzaStorm restaurants. Food prizes will be redeemable until **30<sup>th</sup> September 2018 (inclusive)**.

### 3. How to Enter

3.1 Obtain an Instant Win scratch card when you purchase a qualifying menu item ( any full price Pizza, including standard 11” size Create Your Pizza, standard 11” Favourites Pizza, and standard 11” & 14” Signature Pizza) in-restaurant, take-out, and Click & Collect orders. Purchases made via Deliveroo are excluded from this promotion.

3.3 PizzaStorm have produced a total volume of scratch cards which it considers likely to satisfy estimated demand for scratch cards during the duration of the Promotion.

### 4. Prizes & Competition Rules

4.1 Prizes will be redeemable once on the day of the win until **30<sup>th</sup> September 2018** (see Duration clause for all dates). Prizes are subject to availability of food and drinks, and cannot be used in conjunction with any other promotion, concession, discount or offer, and cannot be applied retrospectively against qualifying purchase.

4.2. There is a limit of one (1) Instant Win Food Prize redeemable per transaction.

4.3 Instant Win Food Prizes cannot be exchanged for alternative menu items irrespective of the winner’s willingness to pay the price-difference and there is no cash alternative.

4.4 Only the original scratch card is valid and no photocopies will be accepted. The scratch card can be used once only. Any scratch cards that have more than one area scratched, or in the Promoter’s opinion are damaged or have been tampered with will be deemed void and will not be accepted by the Promoter.

4.5 Prizes available on the Instant Win scratch cards include: Big Money Prize of £1000, Kids Eat for £1, Free 11” Pizza, Free Milkshake, Free Ice Cream, Free Side Dish, Free Soft Drink, 50% off Total Bill, or 20% off Total Bill

4.6 Prize Descriptions & Conditions include:

Prize	Prize Description	Number of Prizes
Big Money Prize £1000	£1000 cash prize	1
Kids Eat for £1	Get any 11” Pizza for £1 with a qualifying purchase of full price pizza	1000
Free 11” Pizza	Any 11” Pizza including Create Your Own, Favourites, or Signature menu recipe pizzas	500
Free Milkshake	Any flavour of milkshake (recipes may vary by restaurant, see in-restaurant menu for details)	250
Free Ice Cream	Unlimited Ice Cream with any toppings	750
Free Side dish	Any menu side dish: including Garlic Ciabatta Breadbites, Flatbread, Potato Wedges, Loaded Wedges, or House Salad as well as Mac n Cheese or Mac n Cheese with Bacon	750
Free Soft Drink	Any 330ml Soft Drink Can, or Any Refillable Soda (Coca-Cola, Coca Cola Zero Sugar, Diet Coke, Vimto, Sunkist Orange, Sunkist Lemonade, or Carbonated Water) or Any Refillable Fruit Flavoured Water (Bramley Apple & Elderflower, Sour Cherry Red Grape & Hibiscus, or Rhubarb & Rosehip). (Drink selection may vary between restaurants)	500
50% off Total Bill	Discount applied to total bill. Excludes specials and promotional deals. Valid in-restaurant and take-out orders only and excludes Click & Collect Collection, and deliveries	1500
20% off Total Bill	Discount applied to total bill. Excludes specials and promotional deals. Valid in-restaurant and take-out orders only and excludes Click & Collect Collection, and deliveries	4750

4.7 £1000 Cash Prize is provided by BV Restaurant Group “PizzaStorm” – the “£1000” prize will be paid in sterling to the winner by bank transfer or by personal cheque if appropriate (in PizzaStorm’s discretion), without any right to interest. It is the winner’s responsibility to make the necessary arrangements to facilitate payment into a suitable licensed bank account in the UK. The Promoter’s offer to pay by bank transfer shall not prevent the Promoter from opting to make the payment by personal cheque if the Promoter determines that this is necessary or preferable. The winner agrees that payment of the prize by bank transfer shall

be at the winner's risk to the extent that the transfer is not received in the winner's nominated account due to bank error or any other reason that is not directly due to the Promoter. If the winner is under 18, the winner's parent or legal guardian must claim on the winner's behalf.

#### 5. How to claim for cash prize

5.1. To start a cash prize claim – Email the restaurant where you made the qualifying purchase (either [nottingham@pizzastorm.pizza](mailto:nottingham@pizzastorm.pizza) or [newcastle@pizzastorm.pizza](mailto:newcastle@pizzastorm.pizza)) by no later than **14<sup>th</sup> September 2018** with the following details:

- the prize description,
- the scratch card code printed on the card,
- the entrant's date of birth (to confirm eligibility)
- the entrant's contact details: email address, phone number, and full name and UK residential postal address.

5.2 After submitting the required details above the claimant will then be contacted by the Promoter on the phone number submitted to continue to prize claim. This will be between 09:00-17:30 hours Monday to Friday (inclusive) excluding Bank Holidays, usually within the next-but-one working day.

5.3 The claimant will then receive a letter plus two prize claim forms (of a Prize Claimant Declaration form and Claimant Bank Details form) by post from the Promoter. This letter will be sent recorded signed for post. The claimant must complete all forms, and include the winning prize scratch card and return to the Promoter by **28<sup>th</sup> September 2018** or such other date as the claimant has been notified in the letter. It is up to the claimant whether or not the claimant visits a post office and uses a Special Delivery service, although it is highly recommended as the Promoter cannot be responsible for any loss or delay in the post. Irrespective of the claimant's choice of envelope, the winning Instant Win Cash Prize scratch card, the declaration form and the bank-details form, must all be included within the same envelope.

#### 6. Responsibility

To the fullest extent permitted by applicable law (but not otherwise) the Promoter and its agents assume no responsibility and are not liable for: (i) the accuracy or otherwise of the prize description or illustration, (ii) the non-availability, loss, interception or interference with, late or non-receipt, corruption or damage of or to any entry, prize claim, instant Win scratch card, code, prize or notification or other communication, (iii) (other than those warranties or conditions implied by statute and which cannot be excluded by the Promoter) any representation, warranty, condition or guarantee in respect of a prize, (iv) any taxes, fees, charges or other costs which winners may be required to pay at any time in connection with a prize, (save to the extent that the Promoter has expressly and specifically accepted responsibility in these Rules for the same), or (v) any actual or perceived loss of opportunity or damage arising in connection with the termination or suspension of the Promotion (or any part, feature or element of the Promotion) at any time and which suspension or termination is due to supervening circumstances beyond the Promoter's control (although the Promoter will still honour any valid claims received prior to the termination or suspension).

For any prize which must be claimed by the winner's parent/legal guardian, the Promoter will not be obliged to award it to anyone other than that parent/legal guardian, if the winner is under 18. The Promoter may also withhold that award should the Promoter determine in its discretion that a dispute may have arisen as between the winner and the parent/legal guardian in relation to the prize.

#### 7. The Promoter's Rights

The Promoter may (i) extend any time limit, exercise a right of discretion or waive any of the Rules where a person might otherwise have been disqualified or otherwise disadvantaged (without obliging the Promoter to extend any time limit, exercise a right of discretion or waive any Rule on any further occasion for that entrant or at all for any other person), (ii) terminate or suspend the Promotion (or any part, feature or element of the Promotion) at any time due to supervening circumstances beyond the Promoter's control including (without limit) those which the Promoter determines have or are likely to compromise the security or credibility of the Promotion (or the affected part, feature or element of it), and (iii) substitute a product deemed to be an appropriate replacement and of equal or greater value in the place of any of the prizes (or any part of a prize). The Promoter's decision in the exercise or interpretation of any of its rights or discretions in connection with these Rules shall be final and binding and reference to the discretion of the Promoter shall mean its sole discretion.

#### 8. Privacy

By taking part in the promotion, the winners acknowledge that they may be required to take part in relevant publicity without further consent or payment. Such publicity may include, without limitation, the winners' name and/or image, statements made by the winner concerning the promotion and/or prizes obtained as part of the promotion.

Entrants' details will be used for the sole purpose of administering this promotion except where an entrant has opted-in to be added to a database to receive further news or details of forthcoming promotions and offers from the Promoter. All personal data processed by the Promoter will be processed in accordance with GDPR and the Promoter's privacy policy will apply. This can be viewed at our website [www.pizzastorm.pizza](http://www.pizzastorm.pizza)

#### 9. General

A list of the names and counties of winners of prizes which the Promoter considers (in its discretion) to be major in the context of the prize-pool as a whole, may be obtained by sending a signed hand-written request along with a stamped self-addressed envelope (SAE) to PizzaStorm Instant Win Promotion – Prize Winners List, Fitzroy Place, 5th Floor, 8 Mortimer Street, London W1T 3JJ, to arrive before **30<sup>th</sup> September 2018**, following which a list will be sent within 30 days. Please note that when sending a stamped envelope that franking is not acceptable.

The Promoter's decision is final on all matters relating to this promotion.

Promoter: BV Restaurant Group Ltd. Registered office: Fitzroy Place, 5th Floor, 8 Mortimer Street, London W1T 3JJ