



TERMS & CONDITIONS

These Terms and Conditions apply to the Southern Ayr Rewards Card scheme operated by **Southern Ayr Ltd** ("Southern Ayr", "we", "us" or "our").

By registering for or using a Southern Ayr Rewards Card, you agree to these Terms and Conditions. Please read them carefully.

If you have any questions about the scheme, please contact us at info@southernayr.com.

1. The Southern Ayr Rewards Scheme

1.1 The Southern Ayr Rewards Card is our way of thanking you for choosing our venues and enjoying time with us.

1.2 The Rewards Card is not a credit card, debit card or charge card. It cannot be used as a payment card.

1.3 The scheme is available at participating Southern Ayr venues:

- The Abbotsford Hotel
- Bridges Bar
- The Brig
- Wellingtons Bar
- Souter's Inn

1.4 Southern Ayr reserves the right to change the participating venues from time to time.

1.5 The Rewards Card is intended for personal use and must be used in accordance with these Terms and Conditions.

2. Registration and Membership

2.1 To earn and redeem Rewards Points, you must register your Rewards Card through our rewards partner.

2.2 Membership is open to customers aged **18 or over**.

2.3 Each Rewards Card is personal to the registered cardholder. The card and any Rewards Points cannot be transferred, sold or used by another person.

2.4 You are responsible for ensuring that your registration details are accurate and up to date.

2.5 If you need to change your registered details, please contact us.

3. Earning Rewards Points

3.1 Rewards Points may be earned on eligible purchases at participating Southern Ayr venues.

3.2 The current points-earning rate is 5 points for every £1.

3.3 The eligible purchases for earning points are food and drinks.

3.4 Accommodation is not included in the Southern Ayr Rewards Points scheme.

3.5 Points will not be awarded on Gift Vouchers.

3.6 Southern Ayr reserves the right to reduce or amend the number of points awarded on particular purchases or promotions.

3.7 Points earned on purchases that are subsequently cancelled, refunded or reversed may be deducted from your Rewards Card balance.

3.8 To earn points, you must present your Rewards Card before the transaction is completed. Points cannot be added retrospectively after payment.

3.9 Please allow some time for points to appear on your account.

4. Redeeming Rewards Points

4.1 Rewards Points may be redeemed at participating Southern Ayr venues, subject to the applicable scheme rules.

4.2 The current redemption rate is £5 for every 500 points earned.

4.3 Rewards Points have no cash value and cannot be exchanged for cash.

4.4 Rewards Points cannot be transferred to another person.

4.5 Rewards Points may only be redeemed in accordance with the redemption rules supplied by our rewards partner.

4.6 Southern Ayr reserves the right to restrict or amend the redemption of points in certain circumstances.

5. Expiry of Rewards Points

5.1 Rewards Points are valid for 12 months from the date they are earned.

5.2 Once Rewards Points have expired, they cannot be redeemed, reinstated or transferred to a new card.

6. Lost, Stolen or Damaged Cards

6.1 Please keep your Rewards Card safe and do not allow another person to use it.

6.2 If your card is lost, stolen or damaged, please report it to info@southernayr.com as soon as possible.

6.3 A replacement card will be issued and the points balance can be transferred once we verify.

6.4 Southern Ayr cannot be held responsible for any unauthorised use of a card before the loss or theft has been reported.

7. Cancellation and Termination

7.1 You may cancel your Rewards Card membership at any time by contacting us at info@southernayr.com.

7.2 Southern Ayr reserves the right to suspend or terminate membership where we believe the scheme has been misused, abused or used fraudulently.

7.3 In the event of cancellation or termination, any unused Rewards Points may be forfeited.

8. Changes to the Scheme

8.1 Southern Ayr may change these Terms and Conditions from time to time.

8.2 Any significant changes will be communicated through the Southern Ayr website or other appropriate channels.

8.3 Continued use of the Rewards Card after changes have been communicated will constitute acceptance of the updated Terms and Conditions.

9. General

9.1 Southern Ayr does not guarantee that the Rewards Card will always be available or accepted at every participating venue.

9.2 We may be unable to award or redeem points in the event of technical difficulties, system failures or other circumstances beyond our reasonable control.

9.3 Southern Ayr reserves the right to correct any points balance where an error has occurred.

10. Data Protection

10.1 Personal information provided when registering for the Rewards Card will be processed in accordance with our applicable privacy policy.

10.2 Your information may be used to administer your Rewards Card membership, manage your points and communicate relevant Rewards Card information.

11. Contact Us

For questions about the Southern Ayr Rewards Card, please contact:

Southern Ayr Ltd

Email: info@southernayr.com

Website: southernayr.com

These Terms and Conditions were last updated: October 2026