

# MY TIME REWARDS

## MEMBERSHIP TERMS OF SERVICE

*Effective Date: 13 January 2025*

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Your My Time Rewards Membership is governed by two separate key documents (together your, 'Agreement'):

1. Your Membership Pack email (which you will receive by email after enrolling in the Service); and
2. These Terms of Service, which include the Benefit-Specific Terms of Service as set out in Section B below.

It is important that you read all of the documents forming your Agreement carefully since they contain important information about your My Time Rewards Membership, including your rights and obligations. Please save/print a copy of your documents and keep them together and in a safe place in case you need to refer to them in future.

Your My Time Rewards Agreement is made between:

You ("you" or "Member"); and

Webloyalty Sàrl Company no CH-550-1105751-7 Avenue Reverdin 8, 1260 Nyon, Switzerland ("WL" or "Webloyalty").

Payment of the Membership Fee or acceptance or use of the Webloyalty Membership Service and the receipt of any of the specific benefits will constitute the Member's acceptance of the terms and conditions of this Agreement.

By entering into this Agreement with WL, you will become a Member of the My Time Rewards programme operated by Webloyalty Sàrl ("Webloyalty Programme").

## GLOSSARY OF KEY TERMS

- **Affiliated Retailers:** the third party retailers and/or suppliers that offer goods and services on the Website
- **Cashback Retailers:** the third party retailers that offer cashback deals on the Website
- **Items:** the goods and services purchased through Retailers via the Webloyalty Programme
- **Member:** a person who has joined the Webloyalty Programme
- **Membership Fee:** the monthly fee payable by Member using a UK registered credit or debit card during his membership. The period and amount of this fee will be notified during the enrolment process and confirmed to Member in the Membership Pack
- **Membership Pack:** the information pack You will receive from WL by email or post after enrolling in the Webloyalty Programme and which contains the start date of your membership, details of the Membership Fee together with other important information relating to your membership
- **Net Purchase:** the total amount paid to the Retailer minus any taxes, delivery, credit card fees, purchase and/or redemption of gift cards, returns, exchanges, cancellations, promotional credits or as the Retailer defines on their respective website.
- **Personal Information:** personally identifiable information such as your full name, telephone number and email and mailing address

- **Retailer:** Affiliated Retailers and/or Cashback Retailers
- **Terms of Service or Terms:** these Membership Terms of Service
- **Website:** mytimerewards.co.uk
- **Webloyalty Programme or Programme:** the My Time Rewards programme operated by Webloyalty
- **Webloyalty Membership Service or Membership:** the right to participate in the Webloyalty Programme, and earn and receive cashback and other benefits

## SECTION A: MEMBERSHIP TERMS OF SERVICE

### 1. MEMBERSHIP SERVICE DESCRIPTION

As a Member of the Webloyalty Programme, WL grants you the right to earn cashback, rewards, access vouchers at a discount and to earn or receive other benefits via the Programme (“Benefits”), subject to your compliance with the Agreement. Collectively, the right to participate in the Webloyalty Programme and the right to earn and receive cashback and other Benefits is referred to as the Webloyalty Membership Service. The specific benefits of the Webloyalty Membership Service are always subject to availability and subject to change. The Member should check the Website or contact the Customer Service team (see contact information below) in order to check whether a particular benefit is available at that time.

### 2. YOUR ELIGIBILITY

In order to receive the Webloyalty Membership Service and to qualify for any Benefits, the Member must be 18 years or older, and a resident of the United Kingdom with a UK registered credit or debit card and a UK bank account. WL reserves the right, at its sole discretion, to refuse any person from becoming a Member. Any individual may only hold one Membership in the Webloyalty Programme at a time. The Member agrees that the Webloyalty Membership Service may only be used for his/ her own personal benefit. Membership of the Webloyalty Programme is not transferable. If the Member has or has had more than one active membership, and/or the Member fails to comply with any provision of this Agreement, WL reserves the right to terminate all memberships and in such case any accrued Benefits and/or cashback earned but not paid at the date of termination will be forfeited.

The bank account details you provide to receive your cashback and other Benefits must only be used by you. If your bank account number is being used by another Member, the Membership which was created later will be terminated and any accrued Benefits not paid at the time of termination, will be forfeited. If WL suspect these accounts have been created for misuse or fraudulent activity, WL reserves the right to terminate all accounts

using the same bank account number and any accrued Benefits not paid at the time of termination will be forfeited.

Members must be human; no machines, scripts or automated services may be used to accumulate financial benefits derived from membership and use of the Webloyalty Programme.

Disposable or temporary email addresses may not be used to enrol into the Webloyalty Programme .

### **3. MEMBERSHIP AND USE**

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Provided that the Member complies with the requirements set out in the Agreement, WL agrees to provide the Webloyalty Membership Service to the Member for the term of this Agreement (defined in clause 5 below). WL shall endeavour to make the Website available 24 hours a day, 7 days a week. However, there may be times when WL is unable to make the Website available for technical, operational reasons, such as scheduled maintenance shutdowns, or for other commercial reasons, and shall not be liable for such failure. Any printed material and software provided by WL to the Member is the exclusive property of WL.

Members are required to use the Programme in accordance with these Terms and in an honest and ethical manner. Failure to do so may result in the immediate termination of any membership or multiple memberships and in such case any accrued Benefits and/or cashback earned but not paid at the date of termination will be forfeited.

To gain access to the Website, Members must have internet access, an email address, a username and a password. Member agrees to keep Member's username and password private so that they cannot be used by any other person. WL will not be liable for any damages, losses or expenses suffered by Member or any third party as a result of any unauthorised person gaining access to any of the "Member only" areas of the Website where WL is not at fault.

We would like to draw your attention on the fact that, as part of the Webloyalty Membership Service, we may use the services of financial institutions or bank's subcontractors, subject to legal reporting requirements. In such circumstances these financial institutions or bank's subcontractors may carry out identity checks before any financial transaction is processed, including whenever we would process the payment of your Benefits. Any information (which may include Personal Information), which is processed by way of transfer to said financial institutions or bank's subcontractors, is intended for their use only and for this specified purpose only.

We may ask you to provide us with a copy of your proof of identity (ID/passport) as well as some additional information such as date and place of birth, address, and phone number and UK bank statement. We inform you that your failure or refusal to provide the information requested will prevent us from providing the Benefits and may result in the termination of your Membership. There may also be some delay to us commencing delivering of your Benefits to you as a result of these checks.

## **4. MEMBERSHIP FEE**

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The Member will be charged a monthly fee (the “Membership Fee”) for the Programme as notified during the enrolment process and confirmed to the Member in the Membership Pack. Payment of the Membership Fee will entitle the Member to continue his or her Membership of the Webloyalty Programme and receive the Webloyalty Membership Service. The Membership

Fee will be billed automatically to the Member’s designated payment vehicle, which may include a credit or debit card (each a “Billing Device”) unless the Agreement is cancelled or terminated by the Member or WL. WL may from time to time change the Membership Fee and will give you at least 30 days advance notice before doing so. In the event of any such change your attention is drawn to your general right of termination as set out below in clause 6.

## **5. TERM**

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This Agreement shall enter into force on the start date of the Member’s membership in the Webloyalty Programme, for a trial period of the duration specified on the enrolment pages and confirmed in the Member’s Membership Pack (the “**Initial Period**”).

Upon enrolling in the Webloyalty Programme, the Member expressly agrees to receive the benefits of the Programme immediately.

Depending on what is mentioned on the enrolment pages of the Webloyalty Membership Service (and confirmed thereafter in the Membership Pack), the Member may (or may not) be required to pay a monthly Membership Fee.

- If your Initial Period is more than 14 days, you have the right to cancel this Agreement at any time from the start date of this Agreement up until the last day of your Initial Period, without giving a reason or paying any Membership Fees (this Initial Period includes the legal right to cancel the Agreement at any time from the start date of this Agreement up until 14 days, without giving a reason or paying any fees).
- If your Initial Period is 14 days or less, you have a legal right to cancel this Agreement at any time up until 14 days from the start date of this Agreement and we will refund you your first Membership Fee upon request to customer services. The aforementioned legal right to cancel within 14 days is hereby called the “Cooling Off Period”.

After the Initial Period this Agreement will be automatically renewed for successive periods of 30 days (each a “Renewal Period”) during which a monthly Membership Fee shall be paid by the Member unless:

1. The Member has exercised his legal right to cancel within the Cooling Off Period (14 days), and /or
2. If the Initial Period is free or at a reduced cost, the Member has exercised his right to cancel within this Initial Period and/or

3. Webloyalty has informed the Member of its intention not to renew the contract when due, and /or
4. The Membership was terminated earlier, in accordance with clause 6 (Cancellation and Termination) below

The Agreement shall terminate on the last day of the Initial Period or Renewal Period during which either party terminates the Agreement, except as set out in clause 6 below. Each period is calculated from date to date and not on a calendar basis.

## **6. CANCELLATION AND TERMINATION**

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### **6.1 CANCELLATION BY YOU**

You can cancel your Membership at any time without having to justify the reason by notifying WL in the following ways:

- **Online:** when you are logged in, via the online cancellation service.
- **Email:** at [cancel@mytimerewards.co.uk](mailto:cancel@mytimerewards.co.uk)
- **Phone:** 0800 731 9936 (Monday to Friday 8am - 8pm, and Saturday 9am - 4pm excluding bank holidays). Your call will be redirected to one of our Customer Service Representatives (operating from outside the UK). Calls to 0800 numbers are free from UK landlines and mobiles. For calls made outside the UK, charges may apply.
- **In writing:** to My Time Rewards Customer Services, PO Box 5305, Lancing, BN11 9WD. Your correspondence will be redirected to one of our Customer Service Representatives (operating from outside the UK).
- **Via the Cancellation Form**, which is provided at the bottom of this Agreement and is also [downloadable here](#).

A Member who:

- a) requests cancellation of their Membership shall have the right to use and receive all the benefits of the Webloyalty Membership Service for the rest of the Initial Period or relevant Renewal Period (as the case may be). At the end of the said period, the cancellation will take effect and the Member will no longer have access to the Webloyalty Membership Service, nor any obligation to pay any further Membership Fee.
- b) requests immediate cancellation of their Membership, shall no longer have access to the benefits of the Webloyalty Membership Service, including the Website, from the date of cancellation.
- c) Earns cashback which has not yet been disbursed prior to the cancellation of their Membership in accordance with this clause, shall have their cashback automatically disbursed to the Member's registered bank account. If no bank account has been registered to the Member's profile, the Member may reach out to customer services, within 6 months of the date of cancellation, who may direct the Member to the relevant department

to provide their bank details. We may request additional information from the Member which confirms their identity and we may carry out additional checks before disbursing any amounts to the account provided.

## 6.2 TERMINATION BY WL

WL has the right to terminate the Membership of a Member at any time and for any reason on thirty (30) days written notice (“**Termination Notice**”) and, in this case, WL shall reimburse the member the Membership Fee for the relevant Renewal Period, prorated for the portion of the remaining period as the case may be. The Member shall immediately cease using or receiving all the benefits of the Webloyalty Membership Service as from the effective date of termination. The Termination Notice will be sent to the email address registered under the Members profile. WL will not be responsible for any non-receipt of the Termination Notice by Member where such failure is caused by any reason outside the reasonable control of WL, including, but not limited to non-receipt due to; an error in your email address, an inaccurate email address, your failure to check your email online, your failure to inform WL of a change in your email address or a failure of the internet.

In addition, WL has the right to immediately terminate this Agreement for breach by the Member of the obligations under this Agreement. WL also has the right to terminate any Membership with immediate effect if the e-mail address or mailing address provided by the Member is no longer valid, if the Member has provided an invalid payment method when they enrolled into the Programme or if the Billing Device becomes invalid or expires during this Agreement. An invalid Billing Device can in particular comprise a lost or stolen credit card, a bank card that cannot be charged (fenced bank account or bank account where overdraft limit has been reached, for example) or an invalid credit card number.

WL also reserves the right to immediately terminate any Membership for any misuse or fraudulent activity, any extraordinary activity which suggests fraudulent use beyond personal and domestic use of the Webloyalty Membership Service, for example and not exhaustively, including, where a trial period for the Webloyalty Membership Service is offered to the Member, if he subscribes several times to the Webloyalty Membership Service and terminates before the end of the trial period, thus benefiting from the Programme several times without paying a Membership Fee. Similarly, if a Member has made purchases for non-personal use or attempts to obtain Benefits through the Webloyalty Membership Service for purchases made by another person or that she/he falsified supporting documents. Additionally, exceptional levels of cancelled Items and/or exceptional levels of returned Items may be deemed misuse and result in termination of your Membership.

In case of immediate termination of this Agreement at the request of WL, WL has the right to immediately terminate the payment of all accrued Benefits without any right for the Member to reclaim them or any other compensation.

To enable WL to carry out investigations into the validity of any Member activity, Member may be required to provide evidence of identification and/or of Items. Such evidence may include proof of delivery address,

Member's address and/or copies of all relevant purchase receipts or such other evidence as WL may reasonably request from time to time.

A cancelling Member is prohibited from re-enrolling in the Webloyalty Membership Service for at least six months. If any additional memberships are detected during this six month period by way of name and/or address, email, payment details and/or bank account we reserve our right to cancel the Membership and any accrued benefits shall be forfeited.

## **7. CHANGES TO YOUR AGREEMENT**

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WL may revise these Terms of Service from time to time. WL will only make changes where we have a valid reason to do so. Where possible, WL will notify you regarding any material changes to the services, your agreement or the fees and will give you at least 30 days advance notice before making any such change. In the event of any such changes, your attention is drawn to your general right of termination as set out above in clause 6.1. WL will notify Members on the Website or by email if revised Terms of Service apply. Members are encouraged to read any revised Terms of Service.

## **8. LIABILITY**

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### **8.1 AFFILIATED AND CASHBACK RETAILERS**

The Member acknowledges that while WL may be the provider of the Webloyalty Membership Service, Items are provided directly by third party suppliers (each referred to as "**Affiliated Retailers**" and, or "**Cashback Retailers**"). The Member acknowledges that, in such circumstances, WL has no control over the quality, safety or legality of Items advertised Retailers or the truth or accuracy of the listings or the ability of Retailers to sell the Items. Orders placed by Members through use of the Webloyalty Membership Service and communicated to Retailers are offers by Members to purchase Items from such Retailers. WL cannot and does not control whether or not Retailers will accept such offers or complete the sale of the Items they offer. With respect to Items provided by Retailers, WL will have no liability to the Member arising out of: (i) the failure of any participating Retailers of any Items to supply any such Items on the terms offered; (ii) any delay in delivery of any Items, regardless of the cause of such delay, or (iii) any defective or non-conforming Items. If you buy products or services from Retailers you become a customer of those Retailers and therefore must direct any comments, complaints or enquiries regarding your purchases to them directly, and not to WL. All rules, policies (including privacy policies) and operating procedures of Retailers will apply to you while you are using those websites or local store locations. No reference to a third party product or service indicates an endorsement by WL and WL does not act in any capacity as agent of such Retailers.

### **8.2 WL SERVICE & LIMITATION OF LIABILITY**

WL makes no representation or warranty whatsoever, express or implied that the Member's access to the Website will be uninterrupted, timely, secure or error-free. WL agrees to take reasonable steps to prevent the introduction of viruses or other destructive materials to the Website. WL does not warrant, guarantee or

make any representations that the Website is entirely free of destructive material and we exclude all liability in this respect unless (and to the extent) attributable to our breach or negligence. Except as expressly set out in your Agreement, WL excludes all other promises to the extent that WL is legally allowed to exclude them. (Please refer to your local Citizen's Advice Bureau or local Trading Standards office for information about your statutory rights and promises which WL is not legally allowed to exclude). This section (and any other clause excluding or restricting our liability) applies to WL's directors, officers, employees, subcontractors, agents and affiliated companies as well as to WL. Nothing in this Agreement in any way limits or excludes WL's liability for negligence causing death or personal injury or for fraudulent misrepresentation or for anything which may not legally be excluded or limited.

Without prejudice to the rest of your Agreement, WL's liability of any kind in respect of any services or otherwise shall be limited to the amount equal to fees payable by you in any twelve month period under your Agreement. WL will not pay for losses arising from our inability to provide the Webloyalty Membership Service in the event of war, terrorism, invasion, an act of foreign enemy, hostilities (whether war be declared or not), riot, strike, civil commotion, epidemic, pandemic, civil war, revolution, insurrection or military or usurped power.

## **9. COMMUNICATIONS**

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The Member hereby authorises WL to deliver any and all communications ("Communications"), including but not limited to Membership information, procedures on use of the Webloyalty Membership Service, changes in the Webloyalty Membership Service benefits, and change in the Membership Fee to the Member's email address or postal address at WL's discretion. Member further authorises WL to deliver any Communication by sending in lieu of such Communication (the "Underlying Communication"), a notice that directs the Member to an address on the World Wide Web ("Web") where the Underlying Communication is posted. The Member agrees that the sending of a notice of delivery by Web posting shall constitute delivery whether or not the Member actually accesses the Underlying Communication via the Web. The Member agrees that he or she will not, for any reason, alter any Communication delivered electronically or otherwise. WL does not guarantee Web access, however WL offers the Member various ways of communicating with its customer service staff (see Customer Services Contact Information in clause 24).

## **10. TAXES**

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The Membership Fee is inclusive of all applicable taxes.

## **11. USE OF INFORMATION**

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To understand what data we collect about you, how this is used, who it is shared with and your rights associated with your data, see our [Privacy and Cookies Policy](#).

Your bank/card issuer will pass your name, address, date of birth and card details to us for the purpose of providing the Webloyalty Membership Service and billing your account with the Membership Fees. From time

to time we may ask your card issuer to update us with any changes to the information they have provided to us, for example by providing us with any updated or new card numbers or expiry dates. Please see our [Privacy and Cookies Policy](#) for more information.

## **12. ENTIRE AGREEMENT**

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The Member acknowledges that use of any particular Benefit may be subject to additional terms of service (“**Benefit-Specific Terms of Service**”). This Agreement, including these Membership Terms of Service, the Benefit-Specific Terms of Service and the Membership Pack email, constitute the entire understanding and Agreement of the parties with respect to the subject matter hereof and will supersede any and all prior oral or written communications, representations or agreements, other than with respect to the initial Membership Fee and Membership term to which the Member agreed at the time of his or her enrolment.

## **13. GENERAL**

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If any provision of your Agreement is found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of your Agreement which shall remain in full force and effect. WL's failure to insist upon or enforce strict performance of any right or provision of this Agreement shall not constitute or be construed as a waiver of any right or provision.

## **14. NOTICE**

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The Member must notify WL of any change to his or her address, email address and/or Billing Device. Customer Services contact information is set out in above and is also available on the Website.

## **15. ASSIGNMENT**

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This Agreement may be assigned in whole or in part by WL at any time in its discretion. This Agreement may not be assigned by the Member without WL's prior written consent.

## **16. GOVERNING LAW AND DISPUTES**

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This Agreement will be governed by and construed in accordance with the laws of England and Wales. The Member agrees to settle any disputes regarding Retailers Items directly with the applicable Retailer and not involve WL in a dispute between the Member and a Retailer.

## **17. COMPLAINTS & DISPUTES**

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If you have cause for dissatisfaction and wish to complain about your Membership or any of the Services please contact [customerservice@mytimerewards.co.uk](mailto:customerservice@mytimerewards.co.uk), quoting your Membership number. We aim to promptly respond to our customers' complaints at the initial point of contact.

If you are not satisfied with the initial response you have received, your complaint will be escalated to a Customer Care Advisor by Customer Service team, who will aim to resolve your complaint as soon as practicable.

If you are still dissatisfied we recommend seeking advice from the Centre for Effective Dispute Resolution (CEDR). Alternative Dispute Resolution provided by bodies such as CEDR, provides a cheaper, flexible and less-stressful alternative to court proceedings.

## **18. ENGLISH LANGUAGE**

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The parties hereto have requested that this Agreement and all correspondence and all documentation respecting this Agreement be written in the English language.

## **19. RIGHTS OF THIRD PARTIES**

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This Agreement does not confer any rights on any person or party (other than WL and the Member) under the Contracts (Rights of Third Parties) Act 1999.

## **20. WAIVER**

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Any omission to exercise, or delay in exercising, any right or remedy under this Agreement shall not constitute a waiver of that, or any other, right or remedy. The waiver by any party to this Agreement of any of its rights or remedies arising under this Agreement or by law shall not constitute a continuing waiver of that right or remedy or a waiver of any other right or remedy.

## **21. COPYRIGHTS**

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All content included on this site, such as text, graphics, logos, button icons, images, audio clips and software, is the property of Webloyalty Sàrl and its affiliates, its content suppliers or its clients and is protected by copyright laws. The compilation (meaning the selection, arrangement, assembly and/or collection) of all content on this site is the exclusive property of Webloyalty Sàrl and its affiliates and is protected by copyright laws. Any other use, including the reproduction, modification, distribution, transmission, republication, display or performance, of the content on this site is strictly prohibited.

# **SECTION B:**

## **BENEFIT SPECIFIC TERMS OF SERVICE**

### **22. WELCOME REWARD**

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1. A welcome reward is available to all new Members when they join the Webloyalty Programme (“Welcome Reward”). Each Member is eligible to claim the Welcome Reward only once. Terms and conditions relating to your Welcome Reward can be found on the ‘Earnings’ page on the Website and in your Membership Pack. We will pay the Welcome Reward as soon as we can and, in any event, no later than 10 working days after a valid claim is received, subject to the applicable term and conditions.
- If your Earnings page and/or Membership Pack states that you can receive your Welcome Reward after the next purchase you make with :
  - the retailer you joined the Programme through (the “Partner”), you will need to purchase another item via the Partner through the Website.
  - any online Retailer available on the Website, you will need to purchase an Item through the Website.

If you make this purchase through the Website, it should be automatically tracked. Once the relevant conditions have been met, your Welcome Reward shall be automatically added to your Available Balance. If for any reason the purchase is not tracked, or you make this purchase outside of the Website, you will need to upload your purchase confirmation receipt to your “Earnings” page. Make sure your order confirmation number and order date are included, along with your name and membership number. If you wish to email the purchase confirmation receipt, please ensure your email is no larger than 500KB in size. You can send your email to [welcomereward@mytimerewards.co.uk](mailto:welcomereward@mytimerewards.co.uk). Incomplete order confirmation emails are not valid. Other receipts, such as delivery notes, tickets and invoices, are also not valid. If your Membership Pack states you can claim your Welcome Reward on the purchase you made prior to joining the Programme via the Partner, you do not need to make a second purchase. To claim, go to the “Earnings” page and click the “Claim Now” button. You can also claim by email by sending your purchase confirmation receipt, to [welcomereward@mytimerewards.co.uk](mailto:welcomereward@mytimerewards.co.uk).

2. The Welcome Reward can only be claimed against purchases made by you for your personal use only, after you enrol onto the Webloyalty Programme. The Welcome Reward may be claimed by Members even if they choose to cancel their Membership, provided they contact [welcomereward@mytimerewards.co.uk](mailto:welcomereward@mytimerewards.co.uk) within 13 months from the date of cancellation and provide the information requested in clause 22.1 above.
3. The Welcome Reward can only be claimed with a unique order. The same order cannot be used to claim the Monthly Member Reward as well.
4. This Welcome Reward is a fixed amount and is not transferable.

5. The payment of the Welcome Reward to the Member's card they registered upon enrolment only applies to the Welcome Reward payment and does not apply to payment of the Monthly Member Reward or cashback. WL reserves the right to pay the Welcome Reward to the Member's bank account that the Member has registered with WL if WL is unable to process the payment of the Welcome Reward to the Member's card.
6. Where the Member's registered card is an American Express card, WL shall pay the Welcome Reward to the Member's bank account that the Member has registered on the "Payment page". The Member will need to request the transfer of their Welcome Reward to their registered bank account, within the "Payment page".

## **23. MONTHLY MEMBER REWARD**

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1. As a Member of the Webloyalty Programme, you are entitled to claim a monthly cashback reward ("Monthly Member Reward") valid either towards an online purchase you make in that month, from the retailer through which you signed up as a Member of the Webloyalty Programme (defined above as the "Partner"), or as otherwise set out via the 'Earnings' link on the Website.
2. You can claim your Monthly Member Reward once every calendar month for as long as your Membership remains active, provided you have followed the steps in this clause 23.2. In order to claim you must:
  - Make an online purchase in the relevant month, with the Partner you joined through, or as otherwise outlined in your Membership Pack. You must click the "Claim Now" button under the 'Earnings' page, before the end of the month, for it to be transferred to your 'Amount Available'.
  - If the purchase for any reason is not tracked, you will need to upload via the Earnings page, your complete purchase confirmation receipt in the accepted format (PDF, JPG, PNG or GIF) and not exceeding the size of 20MB, within 30 days of making your purchase. For online purchase confirmation receipt must include your order confirmation number and purchase date as well as the delivery fees amount in full.
  - If you wish to send us your purchase confirmation receipt by email, please send an email to [monthlybonus@mytimerewards.co.uk](mailto:monthlybonus@mytimerewards.co.uk), including your name, membership number and specify you are claiming the Monthly Member Reward. The above criteria for purchase confirmation receipts, must also be met. Please also ensure your receipt is no larger than 20MB in size and in either PDF, JPG, PNG or GIF format.
  - Ensure the Items purchased are for personal use only.
3. This Monthly Member Reward is not transferable.
4. You may not use the same purchase confirmation receipt you used to claim your Welcome Reward, to also claim your Monthly Member Reward.

## **24. CASHBACK REWARDS**

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1. An index of the Cashback Retailers is provided by WL on the Website. WL is not responsible for changes to, or discontinuance of, any Cashback Retailer, or any Cashback Retailer's withdrawal from the Webloyalty

Programme, or for any effect on accrual of cashback caused by such changes, discontinuance, or withdrawal. WL is not responsible for changes to, or discontinuance of any special offer or coupon code. It is the Member's responsibility to make sure that all special offers are valid. If you choose to use coupons and specials that are listed or are not listed on the Cashback Retailers landing page, WL cannot guarantee that you will be eligible to receive cashback on your purchases.

2. Subject to the cashback limits set out in on the Cashback Retailers landing page, you will be credited a percentage of the Net Purchases made by you. For offline purchases, you can earn up to 10% of the Net Purchase made by you at the high street store of a Cashback Retailer. As defined above, the Net Purchase is the total amount paid to the Retailer minus any taxes, delivery, credit card fees, purchase and/or redemption of gift cards, returns, exchanges, cancellations, promotional credits or as the Retailer defines on their respective website. You can earn a maximum of £250 cashback each month.
3. As a Member, online and offline purchases made through Cashback Retailers will be deemed a "Qualifying Purchase" and will result in the right to earn cashback provided all the following criteria are satisfied:

**For offline purchases:**

- (a) The purchase is made by you at a high street store in the UK of a Cashback Retailer that is listed on the Website as participating in the Cashback Rewards benefit at the time of the purchase; and
- (b) you can email a copy of the receipt and your membership details (name and membership number) to [cashback@mytimerewards.co.uk](mailto:cashback@mytimerewards.co.uk)

**For online purchases:**

- (a) "Cookies", both first and third party (if applicable), must be enabled on your Web browser;
- (b) all potential Qualifying Purchases must begin by clicking on the Cashback Merchant's link that appears on the Website and being successfully connected to the Cashback Merchant's website based upon that click; and
- (c) all potential Qualifying Purchases do not violate any Cashback Merchant specific terms set forth on the landing page of that Cashback Merchant ("Special Terms"). WL may, at all times, route your request for a Cashback Merchant website through specific links, in order to assure that the sale can be tracked correctly.

Any alteration of these links will invalidate your purchase, which will not be deemed a Qualifying Purchase.

4. There is a maximum eligible cashback amount ("Cashback Maximum") of two hundred and fifty pounds (£250) for all Qualifying Purchases whether made online or offline in any calendar month during your Membership of the Webloyalty Programme. Any purchases you make from Cashback Retailers in a calendar month after reaching the Cashback Maximum shall not be deemed a Qualifying Purchase.
5. You may transfer the cashback earned and showing in your Profile ("Amount Available") to the bank account registered under your Profile, and/or Payment page, once you have accumulated a minimum of £5. If you reach the Cashback Maximum or, after 2 months from the date you reach £5, you have not initiated the transfer of cashback yourself, we will automatically pay the cashback to your bank account. Upon a request

to transfer the cashback (whether by us or by you), you should receive the amount within 10 business days (subject to any delay as a result of any sanctions screening and/or additional checks). If no bank account has been registered, WL will not be able to pay until it receives this information from you. We cannot transfer cashback to any bank account other than that which you have specified on your 'Profile' section and/or Payment page of the Website.

6. Cashback awarded to Members is subject to adjustments for returns, cancellations, and other events. WL may apply such adjustments to Members' accounts at any time as WL considers appropriate and at its sole discretion.
7. It is your responsibility to check your profile regularly to ensure cashback has been properly calculated and that the Amount Available is accurate. If you do not believe that a Qualifying Purchase has been correctly added to your Amount Available, you must wait at least 30 days after completing a Qualifying Purchase to contact Customer Service as provided on the Website. Furthermore, all cashback earned by Members is subject to review. WL may apply necessary adjustments to Members' accounts at any time. WL reserves the right to terminate any account for abusive or fraudulent activity.
8. If you place more than ten (10) orders or transactions with a single Cashback Retailer in any single calendar day, any Items contained in orders placed after the tenth order will not be deemed Qualifying Purchases.
9. Except in circumstances where WL have acted negligently, WL will not be held responsible for changes made by Affiliated Retailers whether such changes relate to the discontinuance, removal, withdrawal of or interruption to all or any of the Retailer services and whether or not such changes affect the payment of cashback. For the avoidance of doubt, only purchases made with Retailers when available through the Webloyalty Membership Service will be eligible for cashback.
10. It is your responsibility to keep your Billing Device information current in order to facilitate the payment of your cashback. In the event your information is not current at the time of payment, WL not be able to pay the cashback until you provide a valid bank account. Please review your details within the Profile page or Payments page on the Website regularly to ensure they are up to date.
11. No cashback earned or granted as part of the Webloyalty Programme, may be assigned or transferred to any third party except as expressly permitted by WL in writing and/or may be required by law.
12. You authorise WL to disclose to third parties information you have provided, or information that WL has obtained about your account or shipping behaviour: (i) to agents of WL or its Cashback Retailers, such as independent auditors, consultants or lawyers; (ii) to comply with government agency or court orders or requests; (iii) in providing aggregated and non-personalised marketing services for an advertising partner or Retailer, or (iv) where it is necessary for payments of your cashback. Further, you authorise WL to receive any account information from any Cashback Retailer including, but not limited to information regarding the Qualifying Purchase such as the products ordered, the order number, the time and date the Qualifying Purchase occurred, the email address entered for the Qualifying Purchase.
13. WL reserves the right to terminate the cashback benefit at any time on sixty (60) days' notice. Notification of termination of cashback services will be sent to the email address you have provided to WL. WL will not

be responsible for failing to notify you of termination of cashback services where such failure is caused by any reason outside the reasonable control of WL, including: an error in your email address, an inaccurate email address, your failure to check for your email online, your failure to inform WL of a change in your email address or a failure of the Internet.

14. Cashback represents an unsecured contractual claim to a cashback payment for we do not hold a cash equivalent amount for you. Your right to a cashback payment is based on this Agreement and the relevant Special Terms being satisfied.
15. Where cashback is not paid automatically and relies on you choosing a method of pay-out, either a bank account, debit or credit card, registered under your profile:
  - your right to a cashback payment only arises once you have chosen how to redeem (i.e. requested the transfer of the Available Amount, to your registered bank account).
  - until you choose how to redeem, you have an unsecured claim against your card issuer. In the event of the issuer's insolvency, liquidation, bankruptcy or administration, you will not have any claim for a specific amount of cashback against such issuer.
16. Cashback Disputes : All questions or disputes regarding the cashback benefit including without limitation, questions or disputes regarding eligibility for the cashback benefit, or the eligibility of discounts for accrual or redemption, must be via email at [cashback@mytimerewards.co.uk](mailto:cashback@mytimerewards.co.uk).
17. Nothing in these Terms of Service shall be construed as creating or constituting a partnership, joint venture or agency relationship between WL and the Cashback Retailers. The Cashback Retailers shall not have the ability to create any binding obligation on behalf of WL.

## **25. DAYS OUT OFFER**

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Days Out specific terms and conditions.

1. Cashback may be earnt on tickets (bought online or offline) of attractions and activities in the UK listed in the categories on the 'Days Out' page of the Website. Cashback will be awarded on the Net Purchase value of the entry ticket price only. This cashback offer is available for one family per claim. A family is considered as 2 adults + 2 children.
2. Cashback is available on single-day tickets only, not on tickets for multiple days or ongoing courses.
3. 2 for 1 deals are valid for spa and museum entry tickets only. The entry tickets must be purchased at the same time and used on the same occasion and location.
4. To claim the 'Days Out' cashback offer as specified above, submit the Days Out Benefit Claim Form with your purchase confirmation receipt) or send your purchase confirmation receipt to [daysout@mytimerewards.co.uk](mailto:daysout@mytimerewards.co.uk). within 30 days of the visit. The amount, payment method, name and address must be included in the email, along with your name and membership number. Please ensure your email is no larger than 500KB in size.

5. The 'Days Out' offer can be claimed with a unique receipt. The amount of cashback that will be awarded will be part of the Cashback Maximum (£250) in any calendar month during your Membership.
6. The cashback will appear in the Amount Available section in the 'Profile' section of the Website.
7. You can claim the Days Out offer for as long as your Membership remains active.



## CANCELLATION FORM

If you wish to cancel your monthly membership, you can cancel your membership with immediate effect in the following ways:

- **Online:** via the online cancellation service (available through the Profile area of the Website when You are logged in).
- **By calling:** our Customer Service Representatives to the phone numbers set out in the page "[Contact us](#)" (Monday to Friday 8am - 8pm, and Saturday 9am - 4pm). Calls to 0800 numbers are free from UK landlines and mobiles. Calls from outside the UK may incur additional charges. Calls will be handled by our customer service representatives (operating from outside the UK).

You can also cancel:

- **By email:** at [cancel@mytimerewards.co.uk](mailto:cancel@mytimerewards.co.uk) (estimated time to process: 72 hours).
- **In writing:** fill out the cancellation form featured below and send this to: (estimated time to process: 10 working days).

To: My Time Rewards

PO Box 5305,

Lancing,

BN11 9WD

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[cancel@mytimerewards.co.uk](mailto:cancel@mytimerewards.co.uk)

I hereby give notice that I cancel my contract for the supply of the following service: My Time Rewards.

Notice given on: .....

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Membership details

First name: .....

Last name: .....

Address: .....

(with Postcode and Town): .....

Membership number: .....

Date: .....

Signature: .....

(only if this form is notified on paper)