

Terms and Conditions – Club Three Eagles

These terms and conditions apply to all Club Three Eagles memberships and accompanying loyalty cards. The terms cover the use of any card or membership issued to you. Taking up a Three Eagles membership constitutes acceptance of these terms.

You are eligible to register for a Club Three Eagles membership if you are (i) a resident of the UK; and (ii) over the age of 18. Once your membership has been registered, your card may only be used in the UK and remains your responsibility at all times.

Registration

You must register your Club Three Eagles card online at <https://www.thethreeeagles.co.uk/clubthreeeagles> and follow the instruction to complete your registration successfully. When joining the Club Three Eagles membership scheme, we ask that you provide a valid email address and consent to be contacted by this address as the credit of your welcome offer, cashback balance, any future bonus points or offers will only be added when the associated email notification is delivered successfully – this is to prevent fraudulent use of Club Three Eagles Rewards. You must register your account in order for it to be activated.

By consenting to receive emails, you will receive emails from Club Three Eagles and Three Eagles.

We will send your regular communication about your account via email (ie. Notification of your cashback balance, rewards earned, exclusive offers, changes to our terms and conditions). You will have the option to opt out of receiving emails from us in each email we send via an unsubscribe link.

You may be automatically sent email notifications of when a reward has been added to your account and about your cashback balance.

Club Three Eagles Membership Cards

Your Club Three Eagles card is provided to you, but remains the property of Three Eagles. Three Eagles reserves the right (and without notice) to issue or not issue cards at their own discretion. Amendments to terms and conditions will be issued to you via the email you supplied at point of registration. Your continued use of your Club Three Eagles card constitutes acceptance of any terms and conditions amendments.

Only one card is issued per membership. You may earn cashback on your card in accordance with these terms. The card is a loyalty card and is not and cannot be used as any form of credit card, guarantee card or to prove your age or identity. Your distinct membership number is used to collect cashback and redeem rewards.

The cash balance on the card is non-transferable and is only be used at Three Eagles for your own use.

If you lose your card, you may apply for a new one. It is the discretion of management whether you will be issued a replacement card and the balance transferred. Three Eagles will not be liable for any errors in transferring a balance under these circumstances.

Club Three Eagles Cashback & Rewards

Club Three Eagles cashback may only be collected by eligible applicants by means of a card once registration is completed. Points cannot be redeemed until the card is registered by completing the online application form at <https://www.thethreeeagles.co.uk/clubthreeeagles>

Earn cashback every time you spend at the Three Eagles. A registered card will receive 5% cashback from any purchase made onto the card when the card is presented on production of the bill.

When a loyalty reward is redeemed (such as a birthday dessert or complimentary bottle of Prosecco), the reward may only be redeemed when ordered in conjunction with a main meal.

Rewards cannot be redeemed against special event menus such as Mother's Day, Father's Day, Christmas and any other set menus.

Only one membership card can be presented per person to either collect or redeem cashback at any one time. For the collection of cashback, the bill can only be split equally between two customers at the same time. A maximum of two cards can only be used to collect cashback per table.

A reward cannot be used in the same transaction with a 'timed offer', but is applicable to use in conjunction with a standard offer such as the burger and pint deal and happy hour prices which are in place throughout the year. If in doubt, ask your server.

All Quad Reward accounts have now been closed. Any existing points have been transferred to the new Club Three Eagles membership scheme.

Cashback is not awarded on gift voucher purchases and may not be used to purchase gift vouchers. Cashback will be given on gift voucher redemptions.

You must reach a certain cash balance on your card to claim certain rewards or tiers of Bronze, Silver and Gold membership. You may not make a part payment for a purchase using cashback.

Three Eagles reserves the right to change the amount of cashback awarded at any time, in addition to the list of additional rewards, without notice should that be necessary. Any cashback collected up to the date of rate change can be redeemed in accordance with these terms and conditions.

Cashback can only be added or redeemed when your Club Three Eagles membership card is presented when paying for a transaction. Cashback cannot be redeemed until the card has been fully registered.

Cashback cannot be awarded retrospectively if the cardholder has forgotten or misplaced their card at the point of transaction.

Check your balance any time by logging into your account online at <https://www.thethreeeagles.co.uk/clubthreeeagles> or asking a member of staff at the Three Eagles.

Balance cannot be exchanged for cash. Once redeemed, the cashback amount cannot be used again.

We may choose to add or deduct cashback or rewards at our discretion. Any associated terms will be emailed to you and on your receipt, it will be assumed that you accept the additional terms.

Balance is personal to the individual card holder. Balance cannot be pooled with another individual.

If we suspect you are in breach of the Club Three Eagles terms and conditions, the Three Eagles has the right to forfeit your balance or suspend your right to collect or redeem cashback and in some cases, terminate your account.

Expiry and Cancellation

Any unspent balance will expire 12 months after it has been earned. Expired balances cannot be transferred to a new card or redeemed or reinstated.

You have the right to cancel your membership at any time. If you cancel your membership, you will lose the right to redeem any outstanding balance. Please email marketing@thethreeeagles.co.uk if you wish to cancel your account.

The rules are governed by law and subject to jurisdiction of the courts.

Three Eagles is operated by One Hundred Knights, who's registered address is: Hafod y Bwch Farm, Middle Sontley, LL13 OYP. If you have any questions, you can write to us at this address or via email: marketing@thethreeeagles.co.uk

Reward terms

Cashback credit £5

You must have joined the Club Three Eagles membership scheme and fully registered your online account.

£5 cashback will be credited to your account and must be used within 12 months or it will expire.

The sign-up initiative cannot be used in conjunction with any other offer.

The sign-up initiative cannot be redeemed on Valentine's Day, Christmas Day, Mother's Day, Father's Day.

Reward is subject to availability. Recipient must be over 18 and proof of age may be requested.

Birthday Reward

You must have joined the Club Three Eagles membership scheme and fully registered your online account at least 8 days before your birthday to qualify for the birthday reward.

The birthday reward is valid seven days from the date of your birthday.

The birthday reward cannot be used in conjunction with any other timed offer and must be redeemed with a purchased main meal.

The birthday offer cannot be redeemed on Valentine's Day, Christmas Day, Mother's Day, Father's Day.

Reward is subject to availability. Recipient must be over 18 and proof of age may be requested.

Prosecco Reward

You must have reached a cumulative (since registration) cashback balance of £25. Once you reach a balance of £25 (or £30 if you have received a £5 cashback incentive on registration), you will be move to 'Bronze' Three Eagles Member status.

As a Bronze Three Eagles Member, you will be eligible to receive a bottle of Prosecco. This is a one-time reward and valid from 12 months once your balance reaches the criteria to become a Bronze member.

The Bronze reward cannot be used in conjunction with any other timed offer and must be redeemed with alongside another purchase from the Three Eagles main menu.

This reward cannot be redeemed on Valentine's Day, Christmas Day, Mother's Day, Father's Day.

Reward is subject to availability. Recipient must be over 18 and proof of age may be requested.

House Champagne Reward

You must have reached a cumulative (since registration) cashback balance of £50. Once you reach a balance of £50 (or £55 if you have received a £5 cashback incentive on registration), you will be move to 'Silver' Three Eagles Member status.

As a Silver Three Eagles Member, you will be eligible to receive a bottle of house Champagne. This is a one-time reward and valid from 12 months once your balance reaches the criteria to become a Silver member.

The Silver reward cannot be used in conjunction with any other timed offer and must be redeemed with alongside another purchase from the Three Eagles main menu.

This reward offer cannot be redeemed on Valentine's Day, Christmas Day, Mother's Day, Father's Day.

Reward is subject to availability. Recipient must be over 18 and proof of age may be requested.

Bollinger Reward

You must have reached a cumulative (since registration) cashback balance of £150. Once you reach a balance of £150 (or £155 if you have received a £5 cashback incentive on registration), you will be move to 'Gold' Three Eagles Member status.

As a Gold Three Eagles Member, you will be eligible to receive a bottle of Bollinger. This is a one-time reward and valid from 12 months once your balance reaches the criteria to become a Silver member.

The Gold reward cannot be used in conjunction with any other timed offer and must be redeemed with alongside another purchase from the Three Eagles main menu.

This reward offer cannot be redeemed on Valentine's Day, Christmas Day, Mother's Day, Father's Day.

Reward is subject to availability. Recipient must be over 18 and proof of age may be requested.