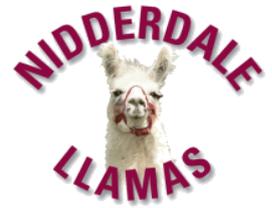




Llama Loyalty Alpaca Members Association



## Membership Terms and Conditions

1. Membership is available to adults and children over 16 years old ONLY.
2. A member is the described person's name on the membership card.
3. Joint Membership is available to 2 adults or an adult and a child over 16 years old. Both members in the joint membership receive equal discounts and individual Membership and Loyalty Cards.
4. Membership is annual, valid for 1 year from the start date written on the membership card. A year is 12 months, and the year will end on the date preceding the day the membership started. EG, should your membership start on 12<sup>th</sup> April, it will end on the 11<sup>th</sup> April the following year.
5. There will be no extension to the membership year under any circumstances, even in the event of a national lockdown as the member will still have access to the exclusive benefits.
6. Membership, Membership Card and Loyalty Card are non-transferable. Only the person named on the card can access the exclusive benefits of the membership.
7. Misuse of the membership, Membership Card or Loyalty Card may result in the membership being terminated.
8. Membership Cards must be shown to gain benefits of the club offers and discounts on site.
9. Membership Card and Loyalty card replacements will only be given on production of ID – name, address, email address and phone number. Replacement cards are at a cost of £1 each plus p&p.
10. The first year's membership gives the named member 10% discount from an experience or trek booking (one or the other, not both), within the first 12 months of membership. The discount will be applied on the balance payable on the day of the experience/trek. This discount will only be applied if the trek/experience occurs within the first 12 months of membership. The member can choose the experience or trek booking they wish to have the discount applied to, however if the discount is not applied to a booking/trek/experience within the first year of membership, it cannot be carried forward to a renewed membership in a subsequent year, instead it would be lost. This discount cannot be used in conjunction with gift vouchers and cannot be exchanged for cash.
11. Membership and exclusive discounts cannot be exchanged for cash or credit.
12. Membership discounts cannot be used in conjunction with other Nidderdale Llama discounts outside of the Llama and Alpaca Club.
13. If you wish to terminate your membership prior to expiry, no refund will be given.
14. Member benefits and club fees are reviewed annually and are subject to change.
15. Nidderdale Llamas are fully compliant with GDPR.

We may send out general e-mails of discounts and offers available to you through your club membership. We therefore respectfully ask all members if they are not happy for your contact details to remain securely with us, then please let us know immediately by email, quoting your name and membership number. We will never share your details with any third party. The policy can be viewed on the website.

## **Long Lloyalty Award Voucher (LLAV)**

1. After 5 years of continuous membership, members will receive a Long Lloyalty Award Voucher (LLAV) of £30 in value. To qualify for this award, members must have renewed their membership continually for 5 years without any breaks in their membership. The LLAV will be presented to the member at the end of their 5yrs of continual membership, i.e., the member will be at the point of renewing for their 6<sup>th</sup> year in succession. (Whether they renew for the 6<sup>th</sup> year or not).
2. Once the LLAV has been awarded to the member, their 6<sup>th</sup> year renewal will start and count towards their 10<sup>th</sup> year long lloyalty award and so on in multiples of 5 years. The membership must be consistently renewed every year with NO breaks, to count towards a long lloyalty award. If there is a break in the membership, the time period they have been a member for will not count towards the Long Lloyalty Award and the time period will start again from the renewal date.
3. The Long Lloyalty Awards Voucher can be redeemed against any trek or experience booking from the balance payable on the day of the trek or experience. They can be redeemed towards a Gift Voucher purchase or towards an adoption package, providing these are purchased on site or over the telephone by the member themselves. If redeemed towards an option with a lower value, no cash refund or credit of the balance will be given.
4. LLAV cannot be redeemed against shop products, on site or online.
5. LLAV can only be redeemed by the member themselves. They cannot be gifted to a non-member. They can however be redeemed by the member towards any of the options in point 3, which then can be gifted to a non-member.
6. LLAV cannot be used in conjunction with any other offers through the Llama Lloyalty and Alpaca Club or Nidderdale Llamas. The LLAV cannot be redeemed at the same time as the members 6<sup>th</sup> trek or experience booking within the Lloyalty Reward Scheme.
7. When redeeming the £30 Club Token Voucher the original MUST be presented at the time of paying the balance or e-mailed at the time of redemption if redeemed over the phone.

## **Lloyalty Scheme T & C's**

1. This is a rolling reward scheme. The Lloyalty Scheme entitles members to a 50% discount on their 6<sup>th</sup> trek or experience booking. All trek and experience options count towards one lloyalty point for the member. When you attend for your booking, your lloyalty card and membership card must be presented when you check in to qualify for that booking to be counted. Where there is a Joint membership, both members need to present their individual membership cards and individual lloyalty cards, to receive a point each. Your lloyalty card will be stamped and recorded by Nidderdale Llamas. The bookings can take place over any length of time, however there must be NO BREAKS in the membership in order for each trek/experience to count towards the lloyalty scheme. The membership must have been renewed on a continual annual basis. Should there be a break in the membership, any stamps collected will not qualify towards the lloyalty scheme.
2. When a member attends for their 6<sup>th</sup> trek or experience to receive their 50% discount, the discount will be applied on the day of the trek/experience, when the balance is payable. The 50% discount is only valid on the member's place. The lloyalty card will need to be submitted back to Nidderdale Llamas in order to receive the discount. A new lloyalty card will be issued at no cost and the stamp system will start the next time the member books an experience or trek. The 6<sup>th</sup> trek or experience received the 50% discount however it does not qualify for a stamp.
3. Only Llama and Alpaca Club members qualify for the lloyalty scheme.
4. It is only the member named on the card that receives the lloyalty stamps.

5. Loyalty stamps cannot be exchanged for other offers, discounts, or cash.
6. Loyalty stamps are not transferable to another member under any circumstances and can only be redeemed by the named member.

### **Deposit Protection**

Upon booking a trek/experience, our T&C's state a 50% non-refundable and non-transferable deposit is required to secure the booking, meaning you would lose your deposit should you cancel a booking. **Membership gives you as a member 'Deposit Protection'**, meaning in the event you had to cancel your booking, you would receive your deposit back as a credit note. No cash refunds will be given, but a credit note that will be valid for 12months. This credit note can be redeemed towards any of our experience or trek options. However, it can only be redeemed by the member who it was allocated to, to rebook and partake in an experience or trek option.

This applies to any booking made by a member, providing the member themselves is a participant within in the booking they are making and will be attending on the day of the booking as a participant. As long as the booking is made by the member, in their name and they intend to partake on the day, the deposit protection will cover the whole of the booking deposit value. If the credit voucher provided is not redeemed within the 12 months it is valid for it will be lost, just as a deposit would be lost, if booked by a non-member. There are no exceptions to this rule.

Nidderdale Llamas reserves the right to make changes to benefits at any given moment throughout the year. Members would be informed via email.



**Llama Loyalty Alpaca Members Association**



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