

Loyalty Programmes - Terms & Conditions

Value Retail PLC (“**Value Retail**”) has an extensive network of partners, including airlines, credit card providers, online travel partners and hotel consortia, a full list of which can be accessed here: <http://www.TheBicesterVillageShoppingCollection.com/en/experience/tourist-information/travel-partners/travel-partners> (“**Participating Partners**”).

The following terms and conditions (“**Terms**”) apply to the offer of ‘miles’, ‘points’ or equivalent ‘rebates’ to customers of Value Retail who are also members of loyalty programmes with the Participating Partners (“**Customers**”). These Terms are supplementary to the terms contained in any bonus miles or promotional offer invitation (“**Invitation**”) received by a Customer. The Invitation should be carefully reviewed as additional terms and conditions may apply.

How to participate

1. To receive ‘miles’, ‘points’ or equivalent ‘rebates’ under a loyalty programme, Customers:
 - 1.1. must present their membership card with a Participating Partner and (where applicable) their Invitation together with their receipts for goods, including food and beverages (“**Qualifying Purchases**”) purchased by the Customer, to the Tourist Information Centre or Welcome/Visitor Centre at participating villages which form part of The Bicester Village Shopping Collection; namely Bicester Village, London; Kildare Village, Dublin; La Vallee Village, Paris; Wertheim Village, Frankfurt; Ingolstadt Village, Munich; Maasmechelen Village, Brussels, Fidenza Village, Milan; La Roca Village, Barcelona, Las Rozas Village, Madrid; Suzhou Village, Suzhou; and Shanghai Village, Shanghai (collectively the “**Value Retail Villages**”); and
 - 1.2. acknowledge that Value Retail will need to collect and process the Customer’s personal data (which may include their name, membership card number (or a part thereof), transactional spend, place of residence, gender, date of birth, email address, land and/or mobile numbers and other contact details as may be required by Participating Partners) for the purposes of awarding ‘miles’, ‘points’ or equivalent ‘rebates’ to Customers and for the purposes of tracking the levels of Customer spend with a Participating Partner to assess whether certain annual spend thresholds have been met (see paragraphs 5 – 8 below). All collection and processing of such personal data by Value Retail will be conducted in accordance with Value Retail’s Privacy Policy, which can be accessed here: www.TheBicesterVillageShoppingCollection.com/en/legal/privacy-policy/#.
2. In addition to the above requirements, to receive ‘bonus miles’, ‘bonus points’ or ‘bonus rebates’ which are the subject of a specific promotional offer, Customers must, at the same time, also present their Invitation to participate in the relevant ‘bonus’ offer to the Tourist Information Centre or Welcome/Visitor Centre at a participating Value Retail Village.
3. Claims for ‘bonus miles’, ‘bonus points’ or ‘bonus rebates’ offers can only be made on the same date that the Qualifying Purchases are made and no retroactive claims for ‘bonus miles’, ‘bonus points’ or ‘bonus rebates’ will be permitted.
4. No ‘points’, ‘miles’ or equivalent ‘rebates’ will be awarded for Qualifying Purchases purchased by anyone other than the Customer. The Customer may be required to provide evidence (including, but not limited to, proof of identification and proof of purchase), to

Value Retail’s reasonable satisfaction, that it was the purchaser of the Qualifying Purchases before any ‘points’, ‘miles’ or equivalent ‘rebates’ are awarded.

The Annual Threshold

5. Where a Customer has applied for ‘miles’, ‘points’ or equivalent ‘rebates’ with a Participating Partner and, at any point within a calendar year, the Customer’s collective annual spend during that year associated with such applications for ‘miles’, ‘points’ or equivalent ‘rebates’ at any or a number of the Value Retail Villages is equal to, or exceeds the Annual Threshold (defined below in paragraph 6) then the rate at which the ‘miles’, ‘points’ or equivalent ‘rebates’ are awarded with such Participating Partner for the remainder of that year will be the “Reduced Earn Rate” set out in the table at paragraph 9 below.
6. The annual threshold shall be €30,000, save for 2018 when the annual threshold will be pro-rated to €12,500 for those Participating Partners that operate with an ‘Annual Threshold Effective Date’ (see table at paragraph 9) of 1 August 2018 (collectively the “Annual Threshold”).
7. In addition to the foregoing ‘bonus miles’, ‘bonus points’ or ‘bonus rebates’ will not be awarded to a Customer who has met or exceeded the Annual Threshold, for the remainder of the year in which the Customer has met or exceeded the Annual Threshold.
8. Where a Customer applies for ‘miles’, ‘points’ or equivalent ‘rebates’ with receipts from a Value Retail Village that are in a currency other than € then the following exchange rates shall be used to calculate whether the Customer has reached or exceeded the Annual Threshold to trigger the reduced rate awards of ‘miles’, ‘points’ or equivalent ‘rebates’:
 - GBP£1 = €1.13
 - CNY1 = €0.128

The Earn Rates

9. The rates at which a Participating Partner will award ‘miles’, ‘points’ or equivalent ‘rebates’, including the reductions in rates where a Customer has met or exceeded the Annual Threshold, are set out in the following table. Where a quarter, half or three-quarter ‘mile’, ‘point’ or equivalent ‘rebate’ is awarded to a Customer, Value Retail reserves the right to round such percentage up to the nearest full ‘mile’, ‘point’ or equivalent ‘rebate’:

Participating Partner	Regular Earn Rate	Reduced Earn Rate after the Annual Threshold is reached	Annual Threshold Effective Date
Flying Blue	2 miles per €1/GBP1 spend 3 miles per 10RMB spend	2 miles per 5€/GBP5 spend 3 miles per 50RMB spend	1 August 2018

British Airways Executive Club, AerClub, Iberia Plus, Meridiana Club, Club Vueling	5 Avios for every €4/GBP4/RMB spend	5 Avios for every €20/GBP20/RMB200 spend	1 August 2018
Miles & More	1 mile per €1/GBP1/RMB10 spend	1 mile per €5/GBP5/RMB50 spend	1 August 2018
Millemiglia	1 mile per €1/GBP1 spend	1 mile per €5/GBP5 spend	1 August 2018
Virgin Flying Club	1 mile per €1/GBP1 spend	1 mile per €5/GBP5 spend	1 August 2018
Etihad Guest	2 miles per €1/GBP1 spend	2 miles per €5/GBP5 spend	1 August 2018
Qatar Privilege	1.25 miles per €1/GBP1/RMB10 spend	1.25 miles per €5/GBP5/RMB50 spend	1 August 2018
Jet Privilege	2 miles per €1/GBP1 spend	2 miles per €5/GBP5 spend	1 August 2018
Aeroflot Bonus	1 mile per €1/GBP0.75 spend	1 mile per €5/GBP3.75 spend	1 August 2018
Saudi Alfursan	1 mile per €1/GBP1 spend	1 mile per €5/GBP5 spend	1 January 2019
Eastern Miles – China Eastern	2 miles per €1/GBP1/RMB10 spend	2 miles per €5/GBP5/RMB50 spend	1 January 2019
Asia Miles – Cathay Pacific	2 miles per €1/GBP1/RMB10 spend	2 miles per €5/GBP5/RMB50 spend	1 January 2019
ANA Mileage Club	1 mile per €1/GBP1 spend	1 mile per €5/GBP5 spend	1 January 2019
Malaysian Airlines Enrich	2 miles per €1/GBP1/RMB10 spend	2 miles per €5/GBP5/RMB50 spend	1 January 2019
Singapore Airline Krisflyer	2 miles per €1/GBP1/RMB10 spend	2 miles per €5/GBP5/RMB50 spend	1 January 2019

Ctrip	Bicester Village, La Vallee Village, La Roca Village and Las Rozas Village: 2% rebate on value of spend Wertheim Village, Ingolstadt Village, Kildare Village, Fidenza Village, Maasmechelen Village: 4% rebate on value of spend	Bicester Village, La Vallee Village, La Roca Village and Las Rozas Village: 0.4% rebate on value of spend Wertheim Village, Ingolstadt Village, Kildare Village, Fidenza Village, Maasmechelen Village: 0.8% rebate on value of spend	1 January 2019
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10. Value Retail reserves the right to refuse to award any ‘points’, ‘miles’ or equivalent ‘rebates’ in cases of actual or suspected fraud.
11. For the avoidance of doubt, Customers who comply with the above conditions shall only be entitled to an award of ‘miles’, ‘points’, or equivalent ‘rebates’ in respect of one (1) Participating Partner per Qualifying Purchase receipt. Any attempt to claim ‘miles’, ‘points’ or equivalent ‘rebates’ in respect of multiple Participating Partners using the same Qualifying Purchase receipt(s) shall be refused.
12. A Customer’s use of the offer to accrue ‘miles’, ‘points’ or equivalent ‘rebates’ in the Value Retail Villages indicates the Customer’s agreement to be bound by these terms and conditions, and their acceptance of Value Retail’s privacy policy and terms and conditions found at www.thebicestervillageshoppingcollection.com/en/legal/privacy-policy.

General

13. The right to participate in the offer to receive ‘miles’, ‘points’ or equivalent ‘rebates’ in the Value Retail Villages is personal to the Customer and/or the recipient of an Invitation, as applicable, and may not be transferred. An Invitation may not be copied, reproduced or distributed in any form, or by any means for use by a person other than the original recipient.
14. The right to receive ‘miles’, ‘points’ or equivalent ‘rebates’ in the Value Retail Villages may not be used in conjunction with any other special offer, coupon or other voucher and the ‘miles’, ‘points’ or equivalent ‘rebates’ cannot be exchanged at any of the Value Retail Villages for cash.
15. Value Retail reserves the right to withdraw, reduce or cancel the ability to accrue ‘miles’, ‘points’ or equivalent ‘rebates’ with a Participating Partner for any reason at any time.
16. Value Retail reserves the right to change, alter or amend these terms and conditions, including the level of the Annual Threshold or the exchange rates referred to in paragraphs 5, 6 and 8 above, at any time by publishing the updated terms and conditions on The Bicester Village Shopping Collection website.

17. Value Retail's decision in all matters shall be final and Value Retail will not be liable to the Customer for any financial loss arising out of refusal, cancellation or withdrawal of its participation in the 'miles', 'points' or equivalent 'rebates' schemes, or any failure or inability of the Customer to take advantage of the offer.
18. The provider of the offer is Value Retail PLC, whose registered address is: 19 Berkeley Street, London, W1J 8ED, United Kingdom.