## Adnams Managed Properties Gift Vouchers

## General Terms & Conditions

*Please note these vouchers are different to the Adnams Plc vouchers bought in the shops and on the Adnams Plc website*

1. Gift Vouchers cannot be extended once they have expired and are strictly non-refundable & non-transferable.

2. Each voucher will be valid for a single redemption only.

3. If your voucher is for an experience or event it must be used in full. No change can be given if the full value of the voucher isn't used.

4. When using a voucher against a reservation, the voucher number must be quoted at time of booking and the gift voucher must be presented on arrival for redemption.

5. Any reservation made using a gift experience or voucher will be subject to our normal booking policy. Gift cards will be automatically redeemed in the case of a cancellation or a non-arrival.

6. Where purchased online, the purchaser and the recipient have a responsibility to ensure that the unique voucher number is not disclosed to anyone else.

7. It is not the responsibility of the establishment to provide a record of the voucher details should it be misplaced.

8. Each individual voucher will also have it's own terms and conditions in addition to these which should be read before purchase.

9. Gift vouchers are valid for 18 months from the date of purchase unless stated otherwise, and can only be redeemed between the date of purchase until the expiry date. We reserve the right to refuse payment by gift voucher if a reservation has not been made or the voucher is not presented.

10. Your data is stored by us for the creation and distribution of gift vouchers. Personal information captured includes Purchaser's name(s), Purchaser's/Recipient's email, Purchaser's/Recipient's phone number, Purchaser's/Recipient's address. No payment information is stored or processed by us, we use a trusted 3rd party payment processor.

11. Gift vouchers are only valid against bookings made directly with the hotel, bookings made through third-party providers (for example, Booking.com) are not eligible for gift voucher use.

12. Gift vouchers have no cash value and cannot be exchanged for cash.

13. Privacy Policy: https://adnams.co.uk/pages/privacy-policy

14. By agreeing to these terms you agree to Adnams Plc storing the voucher information supplied for the purposes of voucher creation and delivery.

## Black Friday Gift Voucher Terms & Conditions

15. EXCLUSIVE vouchers validity periods differ so please check each voucher offer ahead of purchase.

16. Vouchers must be booked and redeemed by the expiry date. Not valid on stays or experiences after 21st March 2027. None of our vouchers can be extended beyond the expiry date. Midweek vouchers are valid on stays Sunday to Thursday. Weekend stay vouchers are valid on Friday and Saturday night stays.

17. Vouchers are subject to date and availability, cannot be used in conjunction with any other offer and must be quoted on booking and presented on arrival, valid for new bookings only.

18. A gift voucher MUST be purchased before you are able to enjoy these offers.

19. Black Friday vouchers are only available as an E-Voucher and no physical gift cards will be available to purchase. Black Friday discount cannot be used in conjunction within any other discount.

20. These vouchers are to be used within our managed properties for the experience specified and cannot be redeemed within our Adnams retail stores.

21. To make a booking please call our team on 01502 722186 or email centralreservations@adnams.co.uk. Subject to room type availability. Minimum two-night stay on Saturdays.