



**Tarbert Harbour**  
THE HEART OF THE HERITAGE VILLAGE

### **Visitor Loyalty Program: Terms & Conditions**

1. The loyalty program ('program') is run by Tarbert (Loch Fyne) Harbour Authority ('THA', 'we', 'us', 'our'): Harbour Office, Garval Road, Tarbert, Argyll PA29 6TR.
2. The program is for visitors to our marina. The program is designed to reward our return customers for spending money in local businesses in Tarbert.
3. Route to enter the program is in person via our reception, and details of the program, how it works and how to enroll are available on our website [<http://www.tarbertharbour.co.uk/loyaltyprogram>].
4. The program is offered on a trial basis from July 2018 until the end of the season (31<sup>st</sup> October 2018). The success of the program, perceived by THA, will determine whether or not it is continued in subsequent years.
8. As such, THA reserves the right to cancel or amend the program and these terms and conditions without notice.
9. The participating businesses have opted-in to the program through direct engagement with THA. Additional businesses may be added to or removed from the program at any time.
10. The program is centred around marine tourism and as such, focused on those products and services related to the tourism offering in Tarbert, such as attractions, restaurants, shops and galleries.
11. THA is not responsible for any products or services provided by the participating businesses.
12. A minimum spend is allocated to the participating businesses dependent on their product offering. In the interest of fairness, this has been standardized and set at £10 for shops and £50 for restaurants. These amounts have been agreed between THA and the local establishments and are based on average spends per head and average number of crew per vessel.
13. Customers must enroll in the program at the chandlery reception. Once enrolled, you must register/check-in at the chandlery reception upon each visit to the marina and ask to start a loyalty card for the current visit.
14. Customers must retain their dated and branded receipts from participating businesses and present them to the THA chandlery reception either upon check-out, or when checking in for the next stay. Receipts will be stamped and recorded on the loyalty card held within reception. Dates on receipts must be pertaining to the dates the customer was checked-in to the marina.
15. Only one card per visit can be populated – additional stamps cannot be collected and added to the next card.
16. Each business can only be represented once on each card – multiple receipts from one establishment will only be stamped and recorded once.
17. Minimum spend must be adhered to – any less will not be recorded or stamped.
18. Stamps must be put through the chandlery till for recording purposes.

19. Presenting receipts and collecting 3 stamps will result in 15% off your next stay in the marina, while 5 stamps will result in 25% off (conditions apply).
20. The discount will be applied solely to visitor berthing, not any other products or services offered by THA.
21. Discounts are only redeemable for 2-5 night stays. No discounts will be applied to one night stays, or those longer than 5 nights.
22. The discounts cannot be used in conjunction with any other offer.
23. The discounts will not be applied to berthing during festival dates, including but not limited to: the Scottish Series, the Seafood Festival, Traditional Boats Festival and the Music Festival.
24. Stamps will not be issued and recorded for spending on tobacco, lottery products or mobile telephone top-ups.
25. Restaurant receipts must show evidence of the majority of spending on food (at least 51%) – stamps will not be issued and recorded for spending solely on alcohol.
26. THA reserves the right to remove any customer from this loyalty program if they do not adhere to these terms and conditions.
27. THA shall have the right, at its sole discretion and at any time, to change or modify these terms and conditions, such change shall be effective immediately upon posting to our website ([www.tarbertharbour.co.uk](http://www.tarbertharbour.co.uk)).
28. THA also reserves the right to cancel the program if circumstances arise outside of its control, or if there is insufficient uptake.
29. THA's decision in respect of all matters to do with the program will be final and no correspondence will be entered into.
30. These terms and conditions will be governed by Scottish law and any disputes will be subject to the exclusive jurisdiction of the courts of Scotland.
31. By enrolling in the program, the customer is indicating his/her agreement to be bound by these terms and conditions.