

THE EDGE & THE BOX BAR MEMBERS POLICY

The card is issued by and remains the property of The Edge Nightclub who reserve the right to decline issue or withdraw the card, account or points at any time, or to alter or amend the terms and conditions of how the scheme operates without giving notice. The Edge Nightclub may terminate the scheme at any time without notice and with no liability to the company.

All participants in the card scheme must be aged 18 years or over.

Your points are held in an account in your name and not on the card itself.

The card is not transferable, and can only be used by the person to whom the card was issued.

Members may be removed from the scheme at any time at the discretion of management.

Your card is valid for 12 months from the date of payment for the scheme is received. Your account may be suspended after this period and existing points removed if you fail to renew your membership before the 12 months expires.

It is your responsibility to collect your card from the club. We will not send cards out to your address. You can collect your card on entry.

Members are responsible for the actions of any guests that attend with them to the venue.

By joining the scheme you agree to receive marketing communications from the venue. You can opt out at any time by emailing us at contact@theedgesouthampton.com. We reserve the right to close your membership account should you wish to opt out of marketing communications.

Our standard admissions policy applies to members, which can be found on our website.

Earning Points

To earn points you must present your card at or before the time you pay your bill. Points cannot be added after the bill has been paid. (unless under exceptional circumstances – failing to present the card at the time of the transaction is not deemed an exceptional circumstance).

It is the card holders responsibility to present a Members card at the time of payment.

Points are earned on the sale of food and/or drink. Points will not be earned for the following (this list is not exhaustive):

VIP Packages

Cloakroom payments

Pre-arranged bar tabs

Vouchers

Discounted or promotional items

Entry

Rosie's Diner

Points will be added to your account for each and every whole pound that you spend. The number of points to be added can be altered at the complete discretion of management.

Redemption value of points is one point equates to one penny. Management reserves the right to vary this rate at any time and without giving notice.

Redeeming Points

To redeem points you must present your card at the time you pay your bill.

Points can only be redeemed against purchases of food and/or drink.

You may redeem some or all of the points in your account against your bill. If you do not redeem sufficient points to cover the entire value of the bill then you will need to settle the balance with another form of payment e.g. cash, debit card, credit card

Loyalty points will not be awarded or earned on parts of a transaction that is paid for with loyalty points.

Lost Card

Should you lose or break your card you must inform The Edge Nightclub at the earliest opportunity by email – contact@theedgesouthampton.com – using the email registered with your account – quoting your full name and date of birth. Upon receipt of this notice your old card will be disabled. You will be required to pay £5 to replace any lost or damaged cards.

The Edge Nightclub shall not be liable for missed points after losing or breaking a card and that are redeemed between the time the card is lost or broken and you receiving your replacement card.

General

We will never release your details to a third party, unless it is deemed absolutely necessary in order to provide the benefits of the scheme. We may provide your information to Police should it be requested to aid in an investigation. You can our full data protection policy on our website.

We would like to use the details from your application along with how you use your card to:

- understand your purchase choices to improve our service and menus
- contact you with offers and information about products and services of interest to you
- manage the card and improve the way we operate the scheme.

For the purposes of improving the service we offer we may use and share information relating to groups of customers, without identifying individuals.

Your membership card remains the property of Ross Cranfield Ltd, and The Edge Nightclub.

Launch Exchange Offer

Our exchange offer is there for members who were active on January 1st 2020. You must redeem this offer on or before August 25th 2022.

Use of this offer excludes any Welcome package from your order.

You must be able to prove you were a member on this date by returning your old membership card on collection.

Recurring Payments

You may cancel a recurring subscription at any time, either by notifying us in writing by emailing contact@theedgesouthampton.com, or by visiting our website. To cancel by e-mail you must use the email address you used to sign up for the subscription. If you are unable to do this, please visit us and speak to a member of our team. You must be able to prove that you are the account holder.

It is your responsibility to cancel your subscription before it renews. Once your card has been renewed, refunds will not be issued.

Any offer applied at checkout only applies to your first year. Subsequent billings will be at the regular price.