



These Terms and Conditions (the "Terms") set out the basis on which you can use your Hope Discount Card (the "Discount Card"). Please read them carefully as they contain important information. By taking a Discount Card you are confirming that you have read, understood and agreed to these Terms. These Terms will always be readily available on the Hope Centre website but Discount Card holders are also welcome to keep a print out of the below terms for their own reference.

These Terms are in respect of your use of the Discount Card only.

1.1 These Terms apply to the Discount Card provided to you by Northampton Hope Centre and Enterprises and govern the relationship between Hope Centre ("we" or "us") and members of the Discount Card scheme ("you" or "your").

1.2 The promoter of the Discount Card is Northampton Hope Centre and Enterprises

1.3 It is within the discretion of Northampton Hope Centre and Enterprises that certain products may be excluded from the Discount Card scheme. This includes all sale items. Details of any additional excluded products will be detailed in store

1.4 By using the Discount Card you indicate that you accept these Terms and that you agree to be bound by them. If you do not agree to be bound by these Terms, you may not use your Discount Card. If there is anything you do not understand, please contact by email at office@northamptonhopecentre.org.uk or call 01604 214300.

1.5 Northampton Hope Centre and Enterprises reserve the right to change these Terms from time to time. Any such changes will take effect when posted on our website and your continued use of the Discount Card shall constitute your acceptance to be bound by the latest Terms.

1.6 The construction, validity and performance of these Terms are governed by English law and you can bring legal proceedings in connection with these Terms exclusively in the English courts.

2.1 Discount Cards are distributed through The Northamptonshire Food Alliance partnership.

2.2 Only one Discount Card can be registered per individual. Individuals residing in the same address can use the same Discount Card with the card holders' authorization.

2.3 A Discount Card is valid for 6 months from the date of issue. When your Discount

Card has or is due to expire, you can renew it providing you are still registered with a Food Alliance member.

2.4 the card

2.4.1 cannot be used as a credit card, debit card or a cheque guarantee card;

2.4.2 cannot be resold, transferred, exchanged for cash or traded by you;

3.1 You should immediately report any loss, theft, fraudulent or unauthorised use of your Discount Card by emailing office@northamptonhopecentre.org.uk

3.2 In the event of loss, theft, fraud or other unauthorised use of your Discount Card, or if your Discount Card is damaged or malfunctions, we may, at our sole discretion, replace your Discount Card.

3.5 If you subsequently find or retrieve a Discount Card which you had previously reported lost or stolen, you must notify Northampton Hope Centre and Enterprises immediately in accordance with clause 1.4 above.

4.1 We aim to deal with all complaints as effectively and fairly as possible. If you wish to make a complaint regarding any element of the Discount Card Scheme please contact us either:

4.1.1 by e-mail at office@northamptonhopecentre.org.uk

4.1.2 by phone, please call 01604 214300; or

4.1.3 by post, please write to us with your complaint to:

Northampton Hope Centre and Enterprises
Oasis House
Campbell Street
NN1 3DS

5.1 When signing up for the Discount Card, if you have opted in for postal or email communication, you consent to be contacted by GO Outdoors to receive marketing information applicable to Discount Card cardholders. Information regarding any personal information which you may provide to us and how we use your personal information is detailed in our Privacy Policy

6.1 If at any time you wish to cancel your Discount Card you may do so by returning your Discount Card to Northampton Hope Centre and Enterprises in accordance with clause 4 above.

6.2 We reserve the right, at any time and without notice, to:

6.2.1 amend or waive any provision of these Terms from time to time; and/or

6.2.2 terminate the Discount Card Scheme; and/or

6.2.3 decline to issue Discount Cards; and/or

6.2.4 on reasonable grounds, withdraw or cancel Discount Cards, where reasonable grounds shall include (but not be limited to):

6.2.4.1 any abuse or attempted abuse of the scheme; and/or

6.2.4.2 any use or attempted use of a Discount Card in a manner which is contrary to these Terms; and/or

6.2.4.3 any reasonable suspicion of dishonesty we may have on your part in connection with the Discount Card Scheme.