

**General Raglan Privilege Card scheme conditions**

- The Raglan Pub and Kitchen Privilege Card scheme (the “Scheme”) and benefits are operated by The Great Little Pub Management Company Limited trading as The Raglan Pub and Kitchen (“The Raglan”).
- The Raglan can cancel, withdraw or alter the Scheme, including these Terms and Conditions, or any individual Privilege Card account, at any time.
- The Raglan can take any action it considers appropriate if we have reason to believe that you are abusing the Scheme or offers.
- Use of additional offers and benefits associated with your Privilege Card account are subject to availability.

**Data protection**

- We will only share your details with businesses that process Privilege Card information on our behalf, for example to print our mailings. We will not disclose your data to any third parties unless we are required or permitted to do so by law (for example, law enforcement agencies). We may analyze your purchase history to provide you with relevant and personalized offers and information.

**Scheme discount**

- On presenting your card when paying your bill, you will be entitled to a 10% discount against the total value of your bill
- If you forget your Privilege Card or do not present it at the time of paying your bill, this discount will not be applied to your bill.
- Certain offers and promotions may be excluded from the Scheme, please check individual offers and promotions for details.
- The Raglan reserves the right to withdraw the Scheme discount without notice.

**Loss, theft, damage**

- In the event of loss, theft, fraud or unauthorised use of your Privilege Card you card will be cancelled and it will not be possible to use it again.
- No refund will be due if your card is reported lost or stolen.
- If your card is presented fraudulently it will be retained by The Raglan.
- If you subsequently find a Privilege Card you have reported lost or stolen you must contact The Raglan immediately.

**Customer services**

- If you need assistance or have any enquiry regarding your Privilege Card you can use the Contact Us facility on our website or you can contact us directly on 01189 780455, or by e-mail at [lord.raglan@greatlittlepub.co.uk](mailto:lord.raglan@greatlittlepub.co.uk).