

# Bagel Zone Benmore Loyalty Program Terms & Conditions

1. Bagel Zone reserves the right to cancel the loyalty program without notice and without any obligation to redeem previously earned points.
2. Loyalty rewards must be redeemed within 2 months of the most previous purchase
3. Decision as to content of reward is at the sole discretion of the Bagel Zone Manager
4. The Bagel Zone Loyalty Program will run exclusively on The Bagel Zone Benmore Whatsapp Order Line and not on the Bagel Zone Genesis Whatsapp Line. Nor will the Loyalty Program run for orders on the Bagel Zone website but rather as stated will only run for orders placed on the Bagel Zone Benmore Whatsapp Order Line.
5. These Terms and Conditions are subject to change at the sole discretion of Bagel Zone Management
6. Participating in the Loyalty Program is conditional to accepting the Terms & Conditions stated herein

## How it works

1. The customer orders via whatsapp to 0826430819
2. Bagel Zone Benmore will confirm the order with a thumbs up and will put an EMOJI points number next to the confirmation tick. This number corresponds to the accumulated points the client has achieved.
  - a. 1 sandwich bagel = 1 bagel point
  - b. 1 coffee = 1 coffee point
  - c. 1 muffin = 1 muffin point
  - d. 1 bulka = 1 bulka point
  - e. 1 salad = 1 salad point
3. Point are only accumulated within their own category. This means that sandwich bagel points cannot be used together with salad points.

To redeem points for sandwich bagels one has to have accumulated 12 sandwich bagel points. To redeem points for coffee one has to have accumulated 12 coffee points. The same applies to each individual category.
4. Once the client achieves 12 points the client will receive a notification that they have achieved a redeemable digital voucher
5. In the event that Bagel Zone has done a whatsapp cleanup of correspondence within the previous two months – the customer should simply copy and paste the Bagel Zone Benmore Whatsapp correspondence from previous orders to prove where the customer is holding within their accumulated points.