

PIZZASTORM TERMS & CONDITIONS

PIZZASTORM LOYALTY SCHEME

Loyalty Card Terms and Conditions

The PizzaStorm loyalty scheme is operated in participating restaurants by BV Restaurant Group Limited.

These terms and conditions ("Terms") and the BV Restaurant Group privacy policy applies to use of your PizzaStorm loyalty card. Use and / or registration of your loyalty card constitutes acceptance of these Terms.

The PizzaStorm Loyalty Card

1. The PizzaStorm Loyalty Card is issued by and remains the property of PizzaStorm and must be returned to use, or destroyed at our request. The PizzaStorm Loyalty Card Scheme is open only to UK residents over the age of 18. You can pick up your PizzaStorm Loyalty Card in-restaurant and as soon as you have it, can start to earn loyalty points. However, you will not be able to redeem your loyalty points until you have registered your PizzaStorm Loyalty Card at www.pizzastorm.pizza and received a notification email from PizzaStorm that your account has been registered.
2. The PizzaStorm Loyalty Card is non-transferable and may only be used by the person that has registered it. Only one card will be issued per person. You are responsible for notifying PizzaStorm if your details change.
3. If you lose your PizzaStorm Loyalty Card, or it ceases to work for any reason PizzaStorm may at its sole discretion replace your loyalty card and, once you have registered your new card, transfer any points collected on it to the new card. The original card will then cease to work.
4. If you not use your PizzaStorm loyalty card to make a purchase for 12 months or more, any loyalty points on it will expire and your balance will be reset to zero.

Collecting & Redeeming Points

5. Order any "Simple Pizza", "Create Your Own" or "PizzaStorm Signature" pizza in a participating PizzaStorm restaurant and you are eligible to receive one (1) loyalty point per qualifying purchase. A maximum of one (1) loyalty point per loyalty card holder per day will be awarded.
6. Loyalty points can only be added on presentation of your PizzaStorm Loyalty Card at the point of purchase in restaurant and unfortunately cannot be added on third party sites or via online ordering (sorry!). Points cannot be added once an order has been paid for.
7. On ordering your first pizza you will be rewarded with one (1) loyalty point and will need to activate your loyalty card at www.pizzastorm.pizza to start to collect further points to your card.
8. On activation of your loyalty card you will receive a Free Pizza email entitling you to a Free "PizzaStorm Originals" pizza on your 2nd visit. On collection of your free pizza you will receive one (1) free loyalty point too.
9. Once you have received four (4) points you will be eligible for another Free "PizzaStorm Originals" pizza on your 5th visit. Again, on collection of your free pizza you will receive one (1) free loyalty point.
10. Once you've collected an additional two (2) points (seven (7) points in total) you will be eligible for another Free "PizzaStorm Originals" pizza on your 8th visit.
11. Collecting a total of eleven (11) points will allow you to redeem for a Free "Create Your Own" pizza plus Free Soft Drink on your 12th visit.
12. The Free Soft Drink can be a choice of either: Any Refillable Soda (Coca-Cola, Coca Cola Zero Sugar, Diet Coke, Vimto, Sunkist Orange, Sunkist Lemonade, or Carbonated Water) or Any Refillable Fruit Flavoured Water (Bramley Apple & Elderflower, or Rhubarb & Rosehip) or Bottled Water 500ml (Still or Sparkling) or Feel Good Cartons 180ml (Blackcurrant & Apple, or Orange & Pineapple). [Drink selection may vary between restaurants]
13. Loyalty points can only be collected alongside a Student, Staff, or Emergency Services Discount if your total bill comes to over £8 after discount.
14. Loyalty points cannot be added in conjunction with any other offer or discount. Loyalty points have no cash value and cannot be swapped or changed for an alternative product or discount. PizzaStorm shall be entitled at any time to cancel points awarded if the relevant product(s) to which such award relates to are returned or cancelled for any reason, and a refund of the purchase price is given.
15. From time to time PizzaStorm may run special promotions and offer additional points or rewards to loyalty members. PizzaStorm may set a limit on how many promotional points can be awarded to any one account. PizzaStorm reserve the right to refuse to accept a PizzaStorm Loyalty Card or to limit the use of a PizzaStorm Loyalty Card which it deems to have been tampered with, duplicated, damaged, or which otherwise is suspected to be affected by fraud, misconduct, or unauthorised use.

Privacy

PizzaStorm's privacy policy shall govern the use of personal information that we collect from you. Please familiarise yourself with this policy and check it regularly to make sure you understand the latest version. PizzaStorm may use your details for marketing purposes to allow PizzaStorm to send you news of special events, offers, and promotions. Please see our Privacy Notice for more information.

General

PizzaStorm reserve the right, without notice, to amend or terminate the loyalty scheme or amend these Terms at any time. These Terms are subject to English Law. PizzaStorm's sole liability in connection with these Terms shall be to credit you with loyalty points in the event that such loyalty points were incorrectly deducted or should have been credited but were not. Nothing in these Terms shall limit PizzaStorm's liability in respect of death or personal injury caused by their negligence. In the event of any conflict or inconsistency with any other communication, including advertising, marketing, or promotional material, these Terms shall prevail. The PizzaStorm Loyalty Scheme is administered by BV Restaurant Group Limited ("PizzaStorm") (company number 09689333) at Fitzroy Place, 5th Floor, 8 Mortimer Street, London W1T 3JJ.

PIZZASTORM SATISFACTION GUARANTEE

We want you to be fully satisfied with your pizza every time you dine at PizzaStorm. That's why we stand by our Satisfaction Guarantee.

- Endless ingredient combinations
- Made fresh and served fast
- It's up to you what goes on your pizza

So, if you're not 100% happy, we'll replace your pizza!

*We'll replace any pizza that a customer of ours is unhappy with provided that it is given back and has not been completely finished or altered in any way from the pizza first received.

Terms & Conditions

The PizzaStorm Satisfaction Guarantee applies to all pizza purchases (Create Your Own, Signature, or Favourite Pizzas, and pizza included in Meal Deal offers) at all PizzaStorm restaurants

1. If you, our customer, are not entirely satisfied with your purchase, simply approach any PizzaStorm employee in order to start the replacement process. No purchase receipt or till slip will be required under this Satisfaction Guarantee.

1.2 When requesting a replacement in terms of the Satisfaction Guarantee, you will be required to return the product, in the same condition in which you received it, to the PizzaStorm employee dealing with your issue.

1.3 Should you not have any of the product available anymore, or should the condition in which you received the product have been altered, this Satisfaction Guarantee no longer applies and you will not be entitled to a replacement.

1.4 We will gladly replace the pizza with another one of your choice.

1.5 Replacement product only offered. No cash alternative or refund will be given. If you do not wish to take a replacement product at the time of raising your issue with a member of the PizzaStorm team, a replacement voucher will be issued to be used within a fixed period of time at Manager's discretion.

1.6 Only one replacement will be generated per customer per transaction. The Satisfaction Guarantee does not apply to any replacement product provided under this Policy.

1.7 The Satisfaction Guarantee Replacement policy only applies to in-restaurant and Click & Collect purchases, and excludes Take-Out, and Deliveroo orders.

1.8 Final decision is at the Manager's discretion

PIZZASTORM DISCOUNTS, DEALS, & OFFERS

All offers are Subject to availability.

Not available in conjunction with any other offer(s) or promotion(s), and no cash alternative.

We reserve the right to withdraw or amend this offer at any time and without prior notice.

Promoter: BV Restaurant Group Limited ("PizzaStorm") (company number 09689333) at Fitzroy Place, 5th Floor, 8 Mortimer Street, London W1T 3JJ.

Student Discount, Emergency Services & Military Discount

10% off total bill. Valid all day, Sunday to Friday (excludes Saturdays).

Valid Student ID card must be presented at the till

Entitles the cardholder only to the discount and can only be redeemed a maximum of 2 transactions per day

Discount applied to total bill. Excludes specials and promotional deals.

Valid in-restaurant and take-out orders only and excludes Click & Collect Collection, and deliveries.

Cannot be used to purchase a PizzaStorm or an affiliate gift card

Newcastle Intu Eldon Square Staff (Newcastle restaurant only)

10% off total bill. Valid all day, Sunday to Friday (excludes Saturdays).

Valid proof of staff ID card must be presented at the till

Entitles the cardholder only to the discount and can only be redeemed a maximum of 2 transactions per day

Discount applied to total bill. Excludes specials and promotional deals.

Valid in-restaurant and take-out orders only and excludes Click & Collect Collection, and deliveries.

Cannot be used to purchase a PizzaStorm or an affiliate gift card

PizzaStorm Business Partnership Deals

Valid on selected days during allotted hours. See individual terms agreed with business.

Valid proof of staff ID card must be presented at the till

Entitles the cardholder only to the discount and can only be redeemed a maximum of 2 transactions per day

Discount applied to total bill. Excludes specials and promotional deals.

Valid in-restaurant and take-out orders only and excludes Click & Collect Collection, and deliveries.

We reserve the right to withdraw or amend this offer at any time and without prior notice.

Pizza, Side, and Drink Meal Deal – ALL RESTAURANTS

Pizza (Choice of): Any Signature Menu Pizza

Side (Choice of either): Garlic Breadbites, Flatbread, Potato Wedges, Loaded Wedges, or House Salad (Selection may vary between restaurants). Mac n Cheese, or Mac n Cheese with Bacon available with 50p additional charge.

Drink (Choice of either): Any 330ml Soft Drink Can, or Any Refillable Soda (Coca-Cola, Coca Cola Zero Sugar, Diet Coke, Vimto, Sunkist Orange, Sunkist Lemonade, or Carbonated Water) or Any Refillable Fruit Flavoured Water (Bramley Apple & Elderflower, Sour Cherry Red Grape & Hibiscus, or Rhubarb & Rosehip). (Drink selection may vary between restaurants)

Customers at our **Nottingham restaurant** may upgrade their drink to a milkshake for an additional charge.

Customers at our **Newcastle restaurant** may add an ice cream to their meal deal for an additional charge.

Valid in participating restaurants, for eat-in and take-out orders, Deliveroo and Click & Collect. Selected days only. Subject to availability.

Not available in conjunction with any other offer(s) or promotion(s), and no cash alternative. Please contact your local restaurant for information as promotions and prices may vary between restaurants. We reserve the right to withdraw or amend this offer at any time and without prior notice.

2 for 1 Pizza Deal – ALL RESTAURANTS

Pizza (Choice of): Any Pizza available in restaurant including Create Your Own and Signature Menu Pizzas.

Valid in participating restaurants, for eat-in orders only on selected days during allotted hours. Subject to availability. Cheapest pizza is free.

Not available in conjunction with any other offer(s) or promotion(s), and no cash alternative. Please contact your local restaurant for information as promotions and prices may vary between restaurants. We reserve the right to withdraw or amend this offer at any time and without prior notice.

Free Ice Cream with Any Pizza – Newcastle Restaurant Only

Free Ice Cream with purchase of any full price pizza

Valid in participating restaurants, for eat-in orders only from Saturday 26th May until close of business Monday 28th May only. Subject to availability, while stocks last.

Not available in conjunction with any other offer(s) or promotion(s), and no cash alternative. Please contact your local restaurant for information as promotions and prices may vary between restaurants. We reserve the right to withdraw or amend this offer at any time and without prior notice.

Pizza Fest – Nottingham Restaurant Only

Selection of our popular Signature 14" pizzas plus selection of Sides (Garlic Breadbites, Flatbread only) available.

Available for walk-in and pre-booked customers.

Recommend pre-bookings for large groups (8 people +) via our website www.pizzastorm.pizzastorm

Time-limited to 90 minutes. This commences from the time of ordering.

New selection of food will be brought to your table once your plate has been cleared

If you have any specific dietary requirements (i.e. gluten free, vegan or vegetarian) please inform us when you are seated and we will endeavour to tailor selection to your requirements.

Deal does not include Create Your Own pizzas.

Option of other Sides available to purchase, along with choice of Desserts and Drinks (non-alcoholic, and alcoholic) for purchase alongside deal.

Valid in participating restaurants for eat-in orders only. Selected days only. Subject to availability. Not available in conjunction with any other offer(s) or promotion(s), and no cash alternative.

Management reserve the right to withdraw or amend the offer at any time and without prior notice.
