

Terms and conditions of using the Park Holidays UK Owners' Priority Reward Cash Card

Definitions

"Cardholder", "You" means the person authorised by Park Holidays UK Limited to use a Rewards Cash Card

"we", "us", "our" means Park Holidays UK Ltd

"Reward or Cash card" means the card provided to you by us that allows for the storage of funds in UK pounds sterling (£) and the use of those funds for purchases within selected Park Holidays UK and Park Leisure park service points only.

1. You are responsible for keeping your Cash Card safe and secure and we suggest that you treat the Cash Card in the same way that you would treat actual cash and not let anyone else other than your Immediate family (see below) use it. If it is lost or stolen, you may lose some or all of the money on the cash card, in the same way as if you lost cash in your wallet or purse and we will not be responsible in the event of any loss. You must therefore keep your cash card safe and not let anyone else use it.
- 1a. Replacement card requests will result in a £5.00 Administration fee if the last card was issued less than 12 months prior. The fee will be deducted directly from the rewards card.
- 1b. Missed discounts during the replacement period will not be refunded.
- 1c. Missed discounts prior to the initial card issue (following the completion of the mandatory Aftersales survey) are only refunded until the card issue. If the card issue is delayed due to no response from the new owner, despite several attempts from the Aftersales team and the final email was sent, we will not accept receipts for a refund of missed discounts.
2. Only named Owners qualify for a Loyalty Card.
3. You can use your Cash Card on a range of food and beverage purchases on any park owned or operated by us at our discretion. Your Cash Card is not valid outside of our parks. The list of goods available to purchase using the cash card may change from time to time at our absolute discretion (see below).
4. Certain Items cannot be purchased or paid for using your Cash Card e.g. Pitch fees and Water/Rates. A list of what can be purchased and where, will be available on the owner's website at www.ParkHolidays.com/owners-area/login. We reserve the right to change the list or the parks where these items are sold at any time without notice to you although we would encourage you to check from time to time.
5. The Cash Card can only be used for purchases that are for the equivalent or lesser value of the balance showing for the available funds on your Cash Card account. **The Rewards Card must be presented and used as payment method at the time.**
6. There is no minimum spend on the Cash Card.
7. Cash cards and card balances are not transferable and/or card balances cannot be exchanged for cash.
8. For any purchase made with the cash card, you may be asked for additional ID. However, we are not obliged to check the identity of any person using the Card.
9. These Cash Card terms apply in addition to the usual terms and conditions for purchases you are making. Your statutory rights are not affected. If you have any concerns or complaints regarding a purchase that you have made using the cash card, you should in the first instance contact your park general manager.
10. **Only you and your Immediate family can make purchases using your Cash Card. You must not allow anyone else to use your Cash Card and we will not be responsible for any misuse.**
11. If your cash card is lost or stolen please immediately inform us by emailing loyaltycardhelp@parkholidays.com
12. Replacements for damaged or lost cards can be obtained from the owner card support desk on **01424 234 234** or by e-mailing loyaltycardhelp@parkholidays.com.
13. The system records all transactions on your Cash Card account. If a new card has to be issued, the balance from your old card will be transferred onto it.
14. You can check your balance and transaction history at any time at <https://touchtopup.net/login>. If you are concerned with any transaction showing on your account, you should raise this immediately with your park general manager.
15. If you are no longer an owner of a holiday home with us, any unspent balance on your cash card will be treated in the following way:
 - a. First, any balance will be used to clear against any outstanding balance on your owner account provided the items outstanding are included in our range of products and services that can be purchased using the Cash Card
 - b. If your owner account shows a zero balance, you may apply for a refund of any outstanding balance on your Cash Card provided the credit has been loaded in cash by you as the owner otherwise no refund will be made.
 - c. Any balance remaining on an owner's card 12 months after leaving us as an owner will be invalidated.
 - d. Credits applied to a card other than by owners topping up with their own funds cannot be exchanged or refunded for cash at any time, including once a Customer has either left their Park or had their Pitch Licence terminated or expired. Where owners' cards have been credited by both our incentive scheme and owner cash, we will apply the incentive credit value in line with condition 15(a) above first for any transactions. Therefore, when an owner leaves the park, they will be refunded only the balance of the amount of cash credited to the Cash Card by the owner, not any incentive credit.
16. We reserve the right to deactivate your Cash Card in some limited circumstances. We will contact you if we have to do this.
17. Your Cash Card will expire 12 months after leaving us as an owner.
18. Misuse of the cash card may result in withdrawal of your cash card. Any fraudulent or criminal activity will be reported to the police.
19. Please note that we reserve the right to change the cash card scheme (or these terms) at any time and without notice.
20. These terms and conditions are made under English Law.