

If you have an email address and access to the internet, the quickest and easiest way to join **My Red Funnel Rewards is online at www.redfunnel.co.uk/myrewards**

If you are unable to join online, you can apply by completing the form below returning via post to: **My Red Funnel Rewards, 12 Bugle Street, Southampton, SO14 2JY**

Title	_____
First name	_____
Surname	_____
Address 1	_____
Address 2	_____
Town	_____
County	_____
Postcode	_____
Country	_____
Customer number (if known) BKC	_____
Contact telephone number	_____
Mobile telephone number (optional)	_____

Your Contact Preferences

Please tick the relevant box(es) below if you would like to receive:

- Occasional special offers and marketing communication from Red Funnel in the post
- Very occasional marketing information from Red Funnel via SMS (mobile telephone number must be provided)
- Marketing information from carefully selected third parties

Please note, My Red Funnel Rewards is primarily an online loyalty scheme. Special offers related to the scheme will be communicated by email and points balance statements will not be sent by post.

I confirm that I agree to the terms and conditions of the My Red Funnel Rewards scheme. Acceptance of the scheme terms and conditions also constitutes acceptance of Red Funnel's Privacy Policy, full details of which are available to view online at www.redfunnel.co.uk/privacy or on request from any Red Funnel ticket office.

Signature _____ Date _____

redfunnel.co.uk/myrewards
Tel: 02380 248595
Email: myrewards@redfunnel.co.uk

September 2015



Terms and conditions

1 Definitions

- 1.1 In these terms and conditions the following expressions shall have the following meanings:
- 1.1.1 My Red Funnel Rewards Card means a Red Funnel Rewards Card issued to individual Members as a plastic membership card, a printed paper membership card or an electronic membership card viewable on a smart telephone or tablet.
- 1.1.2 My Red Funnel Account means a Red Funnel customer account created by a Member.
- 1.1.3 Isle of Wight resident means a person whose place of permanent UK residence is on the Isle of Wight and who is registered as a resident in postcode sectors PO30 to PO41.
- 1.1.4 Member means a Red Funnel customer who is an individual and is eligible for a My Red Funnel Account and who has joined the Rewards scheme.
- 1.1.5 Qualifying Ferry Travel means private vehicle travel bookings, to include, cars and vans not exceeding 5.5 metres in length or 2 metres in height, minibuses, motorhomes, horseboxes, motorcycles and towed vehicles.
- 1.1.6 Non Qualifying Ferry Travel means vans exceeding 5.5 metres in length or 2 metres in height.
- 1.1.7 Rewards and/or scheme means the My Red Funnel Rewards scheme, for which all references also apply to the Plus scheme, unless otherwise stated, as herein defined.
- 1.1.8 Red Funnel means Southampton Isle of Wight and South of England Royal Mail Steam Packet Company Limited, incorporated and registered in England and Wales with company number 2404 whose registered office is at 12 Bugle Street, Southampton SO14 2JY.
- 1.1.9 The headings in these conditions are for convenience only and shall not affect their interpretation.

2 Joining the scheme

- 2.1 To join the Rewards scheme customers must have created or hold in existence a My Red Funnel Account. Existing My Red Funnel Members can add the Rewards scheme to their existing My Red Funnel Account. New customers will be prompted to create a My Red Funnel Account as part of the Rewards' sign-up process. Customers without access to the internet and/or without an email address can apply to join by completing and signing an application form and returning via post to: My Red Funnel Rewards, 12 Bugle Street, Southampton SO14 2JY. Please note paper statements will not be available for the scheme and special offers will be communicated by email only.
- 2.2 New Members joining the Rewards scheme must register their personal details upon joining and keep Red Funnel informed promptly of any changes via their My Red Funnel account.
- 2.3 A full postal address must be provided before a customer can add the Rewards scheme to their My Red Funnel Account.
- 2.4 The Member confirms that they have read the Terms and Conditions of the My Red Funnel Rewards scheme and accepts and agrees to be bound by them. Continued use of the Rewards scheme constitutes a Members acceptance of the terms and conditions as amended from time to time.
- 2.5 Membership is not transferable or assignable, and is for the benefit of the individual registered Member travelling only.
- 2.6 The Rewards scheme cannot be combined with any other loyalty, discount, membership or other loyalty scheme associated either directly or indirectly with Red Funnel unless otherwise stated.
- 2.7 Isle of Wight residents only are eligible for the My Red Funnel Rewards Plus scheme and proof of address may be requested during use of the Card. Isle of Wight residents will be automatically enrolled in the My Red Funnel Rewards Plus scheme upon joining.
- 2.8 UK mainland customers are eligible for the My Red Funnel Rewards scheme.
- 2.9 No purchase is required in order to join the Rewards scheme.
- 2.10 All members of the scheme must be resident in the UK and aged 14 years or over.
- 2.11 Members are only entitled to one Rewards account each. Members are not entitled to apply for more than one card (in any form). Red Funnel reserves the right to refuse, merge or close additional or suspicious accounts at any time without notice to the account holder.
- 2.12 The Rewards scheme is open to a natural person only, and is not open to companies, partnerships, unincorporated associations or any other entity, business related or otherwise.
- 2.13 The Rewards scheme is available for private individual customers and private travel only. It is not available for commercial freight, coach accounts or bookings.
- 2.14 Points cannot be awarded retrospectively for purchases made prior to a Member joining the Rewards scheme.
- 2.15 Red Funnel employees and staff are not permitted to join the Rewards scheme.
- 2.16 Upon joining the Rewards scheme, Members agree to be contacted by Red Funnel via email with news, offers and updates in relation to the scheme, irrespective of other marketing preferences selected within a member's My Red Funnel account. The Rewards scheme operates in accordance with Red Funnel's privacy policy and as such no personal information is passed on to any third-party organisations without the Member's permission.
- 2.17 All intellectual property rights of any nature whatsoever (including the Red Funnel logo) relating to the scheme in any way shall belong to Red Funnel, and a Member shall have no rights of any nature whatsoever in respect of any of such intellectual property rights.

3 Scheme operation / points

- 3.1 Members can earn Rewards points from expenditure on Qualifying Ferry Travel bookings made directly with Red Funnel either:
- 3.1.1 online;
- 3.1.2 by phone; or
- 3.1.3 in person; and
- 3.1.4 from catering products purchased at the Red Funnel terminals and on board vehicle ferries.
- 3.2 Reward points cannot be earned when making a commercial booking or on any non Qualifying Ferry Travel.
- 3.3 Reward points cannot be earned or redeemed on catering purchases made on board Red Jet services.
- 3.4 To collect points for online bookings, Members must make the booking via their My Red Funnel Account to which their Rewards account is associated (points will be earned automatically).
- 3.5 In addition to online bookings, points can also be earned and redeemed in person, on board vehicle ferries, or at terminals using the My Red Funnel Rewards Card.
- 3.6 Rewards scheme Members will be awarded 4 points for every qualifying £1GBP spent.
- 3.7 Plus scheme Members will be awarded 5 points for every qualifying £1GBP spent.
- 3.8 Members must present their My Red Funnel Rewards Card at the point of sale in order to collect points for a transaction made in person at the terminals or onboard.
- 3.9 If, for any reason, points are not earned at the time of purchase, Red Funnel cannot validate points at a later date.
- 3.10 The My Red Funnel Rewards Card is personal and can only be used by the Member named on the Card. In the case the card is damaged, lost or stolen, Red Funnel may at its discretion issue a new Card to the Member. Red Funnel does not assume any liability for any damages, lost or stolen cards.

The below terms and conditions are correct at the time of going to print (September 2015). For the latest terms and conditions please visit www.redfunnel.co.uk/myrewards

- 3.11 Points can only be earned against purchases made directly with Red Funnel. Rewards points cannot be earned or redeemed in relation to third party supplied goods or services such as accommodation, attraction tickets, event tickets, packaged activities, fly and dine offers and rail, bus and coach tickets. Other products may also be excluded from the scheme at the sole discretion of Red Funnel.
- 3.12 It is not currently possible to earn or redeem Rewards points at Red Funnel ticket vending machines.
- 3.13 Rewards points cannot be earned or redeemed against Red Funnel payment plan purchases.
- 3.14 Where Rewards points are redeemed as part-payment, Rewards points will not be earned on any part of the transaction.
- 3.15 Points can only be redeemed via the Rewards Member's account. Travel can be booked on behalf of someone else and payment or part-payment made using Rewards points.
- 3.16 Where purchases are refunded, any points earned against the purchase will be debited from the Member's account. In the event that related points have already been spent prior to a refund being issued, Red Funnel reserves the right to charge the monetary value of the points owed in EGBP.
- 3.17 Red Funnel is under no obligation to award Rewards points for any reason outside of qualifying transactions.
- 3.18 Points earned from catering purchases will ordinarily be validated and available for redemption the same day.
- 3.19 Points earned from travel purchases will be validated and available for redemption from midnight the day after travel.
- 3.20 Only whole points earned will be validated for redemption.
- 3.21 Points can be redeemed once a member has accrued an initial 300 points. Each point has a redemption value of 1 penny and points can be used to purchase or part-purchase ferry tickets online, by phone or in person at a ticket office, and to purchase or part-purchase catering items onboard or at terminals. Red Funnel will not exchange points for cash or any cash alternative.
- 3.22 Members who earn more than 1000 points will be issued with a personalised plastic My Red Funnel Rewards Card which will be sent in the post to the residential address registered on their My Red Funnel Account.
- 3.23 Where points are earned or redeemed as payment or part payment for travel bookings, travel is subject to Red Funnel's standard terms and conditions of booking and carriage and is also subject to availability.
- 3.24 Season ticket customers who have opted into Rewards when purchasing or renewing season tickets will be awarded points at the time of purchase.
- 3.25 Rewards points cannot be used to pay or part pay for new season tickets or season ticket renewals.
- 3.26 Members can earn points from bookings made using a travel card. Points will be awarded based on the net price paid and validated at midnight the day after travel. Points earned can be used to pay or part-pay for new travel card bookings. Points earned cannot be used to pay or part-pay for travel card top-ups.
- 3.27 Travel card top-ups will not earn Rewards points. However, Rewards points will be earned from bookings made using a travel card as per clause 3.26.
- 3.28 Saver tickets purchased by Members will earn points based on net spend. Points cannot be used to pay or part pay for new saver tickets.
- 3.29 Points cannot be earned on bookings made as part of sponsored travel arrangements.
- 3.30 Unspent points will automatically expire 5 years after their date of issue.
- 3.31 My Red Funnel Rewards Account, My Red Funnel Rewards Cards, and points are issued by, and remain the sole property of Red Funnel and cannot be transferred, bought, sold or traded.
- 3.32 Red Funnel reserves the right to promote the Rewards scheme and reward Rewards Members at its sole discretion.

4 Amendments to the scheme and termination of membership

- 4.1 Red Funnel reserves the right to terminate, alter, and withdraw the Rewards scheme and to make changes to the benefits, registration, administration and the terms and conditions at any time without notice to the Members. Such amendments or termination may include, but is not limited to, points being cancelled.
- 4.2 The qualifying level of points per monetary spend may be varied from time to time at the sole discretion of Red Funnel without notice to the Members.
- 4.3 Red Funnel may decline to issue My Red Funnel Rewards Accounts, My Red Funnel Rewards Cards, and points, and has the right to remove a Member from the scheme at any time where there is reasonable belief of:
- 4.3.1 any abuse or attempted abuse of the Rewards scheme;
- 4.3.2 any breach or attempted breach of these terms and conditions; or
- 4.3.3 any behaviour relating to the Rewards scheme or Red Funnel that involves theft, misconduct, abusive or offensive behaviour, or supplying false or misleading information.
- 4.4 Membership can be terminated by the Member at any time by leaving the Rewards scheme. Members forfeit the right to any points already accrued or issued. If a Member does wish to leave the Rewards scheme, membership can be terminated by written notice marked for the attention of My Red Funnel Rewards Membership Team at the registered office address of Red Funnel.
- 4.5 In the event of the termination of membership the My Red Funnel Rewards Card (if in the form of a plastic card) must be returned immediately to Red Funnel.

5 Liability, law & jurisdiction and general

- 5.1 It is entirely the responsibility of Members to ensure points have been awarded and debited in accordance with the terms and conditions of the Rewards scheme. Red Funnel accepts no liability for errors.
- 5.2 Risk (for example, theft or unauthorised or fraudulent redemption) associated with Rewards points passes to the Member as soon as points are awarded to the Member. Red Funnel is not liable for unauthorised or fraudulent redemptions arising due to the actions of the Member or the failure by the Member to adhere to these terms and conditions.
- 5.3 Except in the case of death or personal injury arising from its negligence, or in respect of fraud, and so far as is permitted by law, Red Funnel's maximum liability to a member in relation to their participation in the Rewards scheme shall not exceed the final points balance of their Rewards account. Red Funnel shall not, in any case, be liable for matters which are beyond Red Funnel's reasonable control.
- 5.4 These terms and conditions shall be governed by and construed in accordance with English law.
- 5.5 All reasonable endeavours shall be made to settle any disputes arising under these terms and conditions by negotiation, agreement and/or mediation, however, if this is not possible the dispute will be submitted to, and settled by the Courts of England and Wales.
- 5.6 The promoter of My Red Funnel Rewards is Red Funnel.
- 5.7 Notwithstanding the above, nothing in these terms and conditions shall affect the Members statutory rights.
- 5.8 A waiver of any right under these terms and conditions is only effective if it is in writing and shall not be deemed to be a waiver of any subsequent breach or default. Failure by Red Funnel to exercise any of its rights under these terms and conditions or by law shall in no way constitute a waiver of these rights, nor shall such failure excuse Members from any of their obligations under these terms and conditions.

6 Privacy Policy

- 6.1 Please note Members who are creating a new My Red Funnel account at the same time as signing up for My Red Funnel Rewards also need to ensure they have read and understood Red Funnel's Privacy Policy. Joining My Red Funnel Rewards constitutes acceptance of Red Funnel's Privacy Policy. More details can be viewed at www.redfunnel.co.uk/privacy



LOYALTY SCHEME
FREE to join

Earn and spend
points on:

Ferry Travel
Red Jet Travel
Food & Drink



Sign up now at
redfunnel.co.uk/myrewards
and start earning points today

See inside for details





Who can join?

My Red Funnel Rewards is open to all private customers who book direct – it's FREE to join. The scheme excludes credit accounts; direct debit accounts and excludes freight and vans over 5.5m in length and 2m in height.

How do I earn points?

Once you have joined the scheme, points will be awarded when purchasing Red Jet and ferry foot passenger ferry tickets including saver tickets and season tickets and when booking a vehicle or buying any food or drink item either onboard the vehicle ferries or at one of the terminals. All you need to do is show your My Red Funnel Rewards card or login to your My Red Funnel account online.

How many points can I earn?

My Red Funnel Rewards members will earn 4 points for every £1 spent on qualifying purchases. Isle of Wight residents who join the scheme will be enrolled in My Red Funnel Rewards Plus and earn 5 points for every £1 spent. This recognises that Isle of Wight residents travel more frequently and often through necessity.

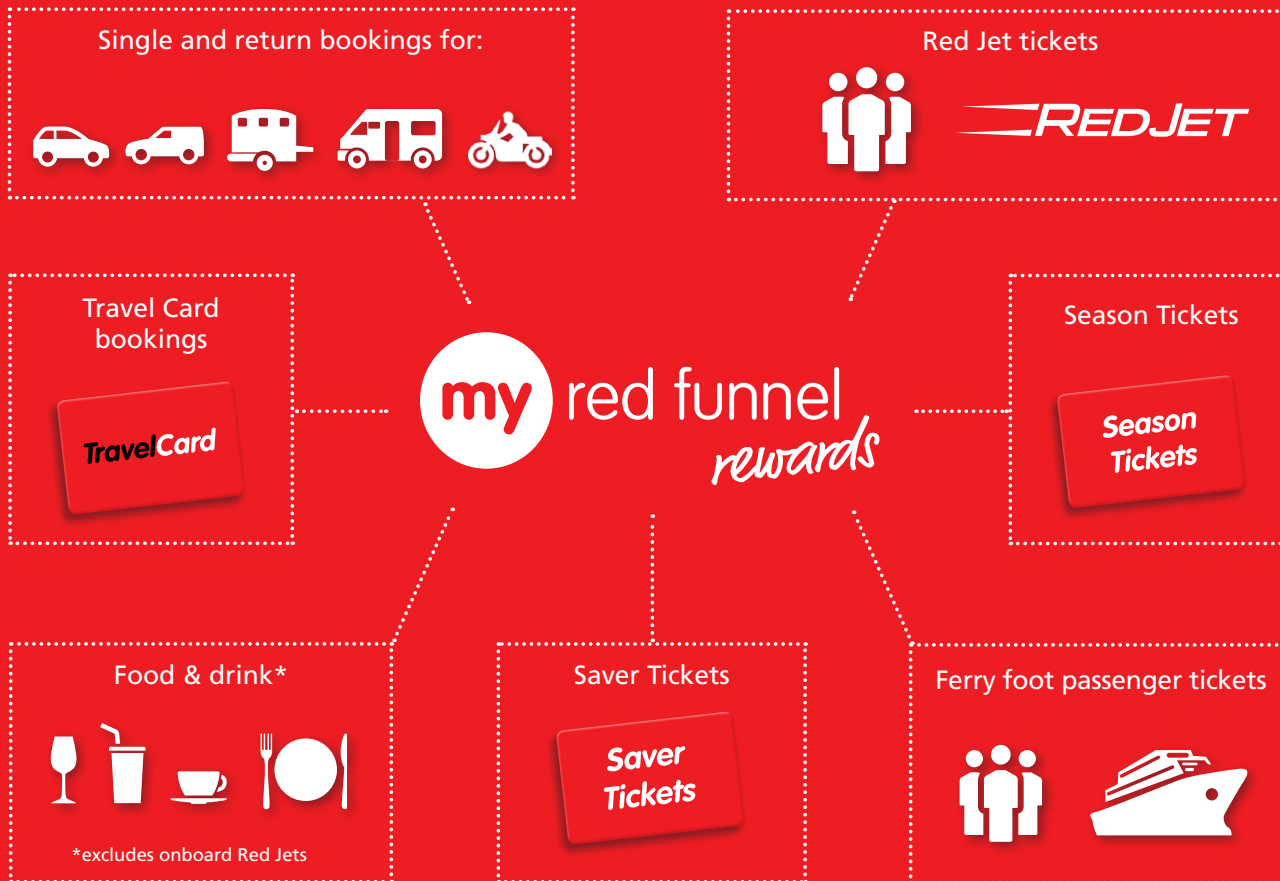
How much are points worth?

Every point is worth £0.01 so for example 2,500 points will be worth £25.00.


What can I spend points on?

Points can be used to pay (or part-pay) for most Red Jet, ferry passenger and vehicle bookings as well as food and beverages either onboard the vehicle ferries or at the terminals. They can't be used to top-up Travel Cards or purchase season tickets or saver tickets.

Earn & spend points on:



Sign up today in 3 easy steps

- 1 Go to redfunnel.co.uk/myrewards

- 2 Follow the instructions
- 3 Start earning points today

If you do not have an email address or internet access please see application form overleaf.

