



Need to present a **physical** card.

T&C's available at the following link, with extracts of the relevant sections to the offer set out below:

<https://www.thebicestercollection.com/en/legal/benefit-tcs>

## **Benefit Terms and Conditions**

The following terms and conditions apply to the benefits and offers that Value Retail may make to customers who visit a Village that is member of "The Bicester Collection". These terms and conditions may be supplemented locally with further Village specific terms and conditions concerning the redemption of such benefits.

Please note that by redeeming any of the benefits described below, you agree that Value Retail may collect and process your personal data (which may include your name, address, gender, date of birth, email address, landline and/or mobile numbers and other contact details) for the purpose of redeeming the benefits. The processing of personal data shall be done in accordance with our privacy policy available at [The Bicester Collection](#)

### **1. VIP Card**

1.1. A "VIP Card" or "eVIP Card" is a reward card that entitles the holder to receive a ten per cent (10%) discount on products within participating boutiques at participating Villages.

1.2. Customers who either:

1.2.1. Present either a VIP Card Invitation and/or a Partner Membership Card (being a corporate partner of Value Retail details of which are set out at <https://www.thebicestervillageshoppingcollection.com/en/partners/> at the Village Welcome, Visitor or Concierge Services, will (subject to availability and any "blackout periods" that may apply at a Village) be entitled to receive a complimentary "VIP Card", which will provide them with a 10% reduction in selected boutiques at participating Villages; or

1.2.2. Click on an eVIP link for one of the participating Villages and provide their country and postcode and/or county, will receive an eVIP QR code, which will (subject to availability and any "blackout periods" that may apply at a Village) entitle the Customer to a 10% reduction in selected boutiques at participating Villages.

1.3. Full terms and conditions apply concerning the availability and use of the VIP Card or eVIP QR code. Not all boutiques in a participating Village participate in the VIP Card or eVIP QR code programme and restrictions and exceptions apply in some boutiques. The identities

of the participating boutiques, and such terms and conditions will be supplied upon issue of the VIP Card and are also available online in the QR code app or upon request at the relevant participating Village Welcome, Visitor or Concierge Services and on the relevant Village website.

1.4. The VIP Card or eVIP QR code is non-transferable and is only valid for use by the person to whom it is issued. The VIP Card or eVIP QR code has no cash value and is not for sale or resale. The eVIP QR code will become invalid if tampered with in any way

1.5. The VIP Card is only valid on the date of issue and at the participating Village in which it is issued, and can only be used once in each participating boutique. The eVIP QR code is only available to use for a period of up to 24 hours from the first purchase made using the eVIP QR code in the participating Village. The VIP Card or eVIP QR code cannot be used for previously made purchases.

1.6. The VIP Card or eVIP QR code is only for use at the participating boutiques at the participating Village for which the VIP Card or eVIP QR code is issued, and must be presented at the time of purchase in order to receive the benefit of the 10% reduction. The Customer acknowledges that some of the participating boutiques may not be operating on the day of use. There may also be recently opened boutiques which are not listed and the Customer should enquire at the relevant Village Welcome, Visitor or Concierge Services for details.

1.7. The VIP Card or eVIP QR code is not valid in conjunction with any other promotions or offers and will not be available during "further reduction" or "blackout" periods, when an alternative gift may be offered. Full details of any "blackout" periods when the VIP Card or eVIP QR code will not be available will be provided at the relevant Village Welcome, Visitor or Concierge Services, and can also be accessed on the relevant Village website or [www.tbvsc.com](http://www.tbvsc.com)

1.8 Value Retail acts as the agent of the participating boutiques at all times and the VIP Card or the eVIP QR code creates no contractual relationship between Value Retail and you in relation to the discount offered by the VIP Card, the eVIP QR code or otherwise. You shall have no right, and waive any ability you may have to make any claim against Value Retail in the event that a participating boutique fails to honour the

VIP Card or the eVIP QR code, and your only remedy in that situation is to claim against the participating boutique.

1.9 Value Retail does not (a) take any responsibility for the prices at which the participating boutique advertises or sells the goods from time to time; or (b) give any warranties regarding the goods (including without limitation the quality thereof) that you may obtain with the VIP Card or the eVIP QR code at the relevant participating boutique.

## 6. VIP Lounge

6.1. “VIP Lounge” means Value Retail’s exclusive (by appointment only) luxury hospitality lounges located at participating Villages.

6.2. Customers must email [Events@TheBicesterCollection.com](mailto:Events@TheBicesterCollection.com), or book through the link provided in their promotional invitation, a minimum of forty-eight (48) hours before they wish to use the VIP Lounge at a participating Village in order to confirm their booking.

6.3. On arrival at the participating Village customers must present their Partner Membership Card and/or their invitation to use the VIP Lounge together with their booking confirmation at the Village Welcome, Visitor or Concierge Services. Customers will then be entitled (subject to availability) to complimentary access to the VIP Lounge.

6.4. Access to the VIP Lounge will be restricted to the hours of use communicated at the Village Welcome, Visitor or Concierge Services or in their booking confirmation.

6.5. Access to the VIP Lounge is subject to availability and is only valid on the date and at the times of the booking confirmation and at the participating Village in which it is booked.

6.6. Full terms and conditions concerning the use of the VIP Lounge at the participating Village will be provided to you upon presentation of your Partner Membership Card and/or invitation to use the VIP Lounge and booking confirmation at the Village Welcome, Visitor or Concierge Services.

## 7. Refreshment Vouchers

7.1, A “Refreshment Voucher” means a complimentary refreshment voucher for use at participating restaurants or cafes.

7.2. To take advantage of a refreshment voucher (where this forms part of your promotional offer), customers must present their Partner Membership Card and/or their invitation to claim a Refreshment Voucher at the Village Welcome, Visitor or Concierge Services at

the participating Village. Following presentation of your Partner Membership Card and/or invitation to claim a Refreshment Voucher you will (subject to availability) be entitled to receive a complimentary refreshment voucher.

7.3. The refreshment voucher is only valid on the date of issue and at the participating Village in which it is issued. The refreshment voucher is only for use at the participating restaurants or cafés at the participating Village in which the refreshment voucher is issued, and must be presented at the time of purchase in order to receive the complimentary refreshment

7.4. Full terms and conditions concerning use of the refreshment voucher together with details of the participating restaurants or cafés will be made available upon issue of the refreshment voucher at the relevant Village Welcome, Visitor or Concierge Services.

7.5. Value Retail acts as the agent of the participating restaurants or cafés at all times and the refreshment voucher creates no contractual relationship between Value Retail and you in relation to the complimentary drink offered or otherwise. You shall have no right, and waive any ability you may have to make any claim against Value Retail in the event that a participating restaurant or café fails to honour the refreshment voucher and your only remedy is to claim against the participating restaurant or café.

## 8. Hands-free Shopping/Customer Shopping Service

8.1. “Hands-free Shopping/Customer Shopping Service” means Value Retail’s shopping service which enables customers to shop at their favourite boutiques and collect their purchases from a central location at the end of their visit to the participating Village.

8.2. To take advantage of discounted or complimentary Hands-free Shopping/Customer Shopping Service (where this forms part of your promotional offer), customers must present their Partner Membership Card and/or their invitation to claim discounted or complimentary Hands-free Shopping/Customer Shopping Service at the Village Welcome, Visitor or Concierge Services at the participating Village.

8.3 Following presentation of your Partner Membership Card and/or your invitation to claim discounted or complimentary Hands-free Shopping/Customer Shopping Service

you will (subject to availability) be entitled to receive discounted or complimentary Hands-free Shopping/Customer Shopping Service.

## 9. General

### 9.1. By way of definition:

“Affiliate(s)” means any entity which, directly or indirectly, Controls, is Controlled by, or is under common Control with, another entity; “Control” and its derivatives means having the right to elect a majority of the board of directors or other comparable body responsible for the management and direction of a person or corporate entity by contract, by virtue of share ownership, or otherwise; “TBVSC Companies” means any entity which owns or has

an interest in, either directly or indirectly, any Village that is a member of The Bicester Village Shopping Collection; “The Bicester Collection” is a brand name and registered trade mark which is currently used to market and promote the Villages; “Value Retail” means (i) Value Retail Management Limited, incorporated and registered in England under number 02884191, whose registered office is at Management Suite, Bicester Village, 50 Pingle Drive, Bicester, Oxon, OX26 6WD; (ii) the Value Retail Companies; and (iii) the TBVSC Companies; “Value Retail Companies” means those entities which are Affiliates of Value Retail Management Limited; and “Village(s)” means individually any one of the following, or collectively all or any number of the following: Bicester Village, Kildare Village, La Vallee Village, Maasmechelen Village, Wertheim Village, Ingolstadt Village, Fidenza Village, La Roca Village, Las Rozas

Village, Suzhou Village, Shanghai Village and any other Village that may be specified from time to time as being part of The Bicester Collection.

9.2. The right to benefit from these promotional offers is personal to the recipient of an invitation or a promotional code, and may not be transferred. The invitation or promotional code may not be copied, reproduced or distributed in any form or by any means for use by a person other than the original recipient.

9.3. These promotional offers may not be used in conjunction with any other special offer, coupon or other voucher.

9.4. The benefits granted by these promotional offers cannot be exchanged for cash.

9.5. Value Retail reserves the right to withdraw or cancel the benefits provided as part of the promotional offers or any one of them for any reason at any time.

9.6. Value Retail will not be liable to you for any financial loss arising out of refusal, cancellation or withdrawal of the benefits under the promotional offer, or any failure or inability of you to take advantage of the promotional offer.

9.7. Use of this promotional offer by you indicates your agreement to these terms and conditions, and your acceptance of Value Retail's privacy policy and terms and

conditions found at <https://www.thebicestercollection.com/en/legal/website-terms-and-conditions> and <https://www.thebicestercollection.com/en/legal/website-privacy-notice/>.