

# MMU FOOD & DRINK LOYALTY SCHEME FAQs

## Who can join the scheme and how do I sign up?

The Food & Drink Loyalty Scheme is available to all MMU Staff and MMU Students.

You will be required to download the Food & Drink Loyalty Scheme App from your relevant app store and register your details in order to sign up and become a member of the scheme.

## My mobile phone has been lost or stolen –what should I do?

If your mobile phone or device is lost or stolen, it must be reported on your account on the Food & Drink Loyalty Scheme website. This will ensure that your points cannot be redeemed by anyone else. MMU Catering Department will not be liable for any such loss of points.

## How do I collect points?

You will earn 5 loyalty points for each complete pound spent, so if you spend £1.99, you will accrue 5 points. We may however change the number of points you can collect and will display notices, should that happen. Deals and promotions will also be offered from time to time and advertised appropriately.

Loyalty points can be accrued and redeemed against products purchased in relevant Catering outlets. The points will be earned at the time of purchase, provided the app is presented at the point of sale. Points will accrue on the entire transaction (provided no excluded items are being purchased). Points can only be collected against purchases where a till and a 3D scanner card reader are present.

## How can I use my points?

You will only be able to redeem your loyalty points against purchases made in participating outlets, each point has a redemption value of one pence. The number of points used will be deducted from your Food & Drink Loyalty Scheme Account.

When using your points to make a part or full payment, all available points must be redeemed against the purchase.

We will not exchange points for cash.

## Will I collect points on every purchase?

Points can only be collected against purchases where a till and a 3D scanner card reader are present.

Points are collected on purchases and, also, for every 9 hot drinks purchased, you will get a 10<sup>th</sup> free.

## The loyalty app was not working when I paid at the till –will I still get my points?

If the loyalty terminal is not working and/or if our systems are down due to an event beyond our control, you will still be able to accrue points. You will be required to keep your receipt as proof of purchase and proof of points earned. However, we will not be responsible for any loss suffered by you in such circumstances, particularly if you are unable to redeem points against your current transaction.

## How can I find out how many points I have?

You can check how many points you have at any participating outlet. You can also check the number of loyalty points you have collected online by visiting: [www.mmu.ac.uk/loyalty](http://www.mmu.ac.uk/loyalty)

## Is there a maximum number of points I can collect?

No. An account can hold an unlimited number of loyalty points.

## Do points expire?

Yes. Points collected will remain on your account and can be used anytime, however if there is no activity on the account you will receive notice that the account will be closed.

If your account is unused for 18 months, your points will be removed and your account cancelled. All promotional vouchers will expire on 31 July every calendar year.

Can I use the loyalty app at any MMU Catering outlet?

The Food & Drink Loyalty Scheme is currently available at all Manchester outlets, excluding 70 Oxford Street.

I do not agree with the points on my loyalty scheme app –what can I do?

If you have a discrepancy regarding the number of points on your Food & Drink Loyalty Scheme Account, we may require you to provide receipts as proof of purchase. Please contact us through <http://www2.mmu.ac.uk/food/>

What happens if my personal details change?

It is your responsibility to advise Food & Drink Loyalty Scheme of a change to your personal details.

How do I leave the scheme?

You may cancel your membership at any time but if you do so, you will forfeit the right to any points that have not been redeemed. The points cannot be transferred to anyone else.

I have not used my points –can I transfer them to my friend's account?

No. Points cannot be transferred to anyone else.