

Hot Haus Loyalty Points Scheme - Terms & Conditions

1. Introduction

Welcome to our Loyalty Points Scheme! This scheme is our way of thanking our valued customers for their continued support. By participating in this scheme, you agree to these Terms and Conditions.

2. Earning Points

- You will automatically earn loyalty points for every paid session you attend.
- Points are earned as follows:
 - **One (1) Point** for each standard communal session (£15).
 - **Six (6) Points** for each private session (£90).
- Points are awarded to the individual who made the booking and are credited to your customer account within 24 hours of your session completion.

3. Redeeming Points for Vouchers

- Once you have accumulated enough points, you can redeem them for session vouchers.
- The redemption rates are:
 - **Ten (10) Points** for one £15 Communal Session Voucher.
 - **Sixty (60) Points** for one £90 Private Session Voucher.
- Vouchers are valid for **six (12) months** from the date of issue. Please use them before the expiry date, as expired vouchers cannot be reinstated.

4. Using Your Vouchers

- Vouchers can be used to book sessions through our online booking system, subject to availability.
- Vouchers cannot be exchanged for cash.

5. General Terms

- This loyalty scheme is free to join and is managed through our online booking platform.
- Points are non-transferable between different customer accounts.
- We reserve the right to amend these Terms and Conditions, or to end the loyalty scheme altogether, at any time. We will provide reasonable notice to members of any significant changes via email or a notice on our website.

- In the event of suspected fraud, misuse, or abuse of the loyalty scheme, we reserve the right to suspend or close your account and void any points or vouchers accrued.
- This is a personal loyalty scheme for individual customers. Bookings made for commercial purposes or as part of a business are not eligible.

6. Our Contact Information

If you have any questions about your points balance, voucher redemption, or these terms, please contact us at hello@hothaus.gg.