

Buyagift Plc (“Buyagift”) issues gift vouchers to its customers via its website. Each voucher is an opportunity to suggest an appropriate experience for the recipient of the voucher but if the recipient would prefer a different experience, the voucher can also be redeemed by the recipient for a range of other activities. Whilst every effort is made to ensure the descriptions and pictures contained within the website and on gift vouchers are a true reflection of the events in respect of which the voucher may be redeemed, these do not form part of a contract. If on contacting the operator to redeem your voucher you feel that the activity taking place no longer accurately represents the activity shown on the Buyagift website, Buyagift will exchange the voucher or refund the purchase price. Once a specific date has been booked, you will automatically become bound by the terms and conditions that individual operator may have. Please note that experiences are subject to change without notice. This does not affect your statutory rights. Prices - The prices of specific experiences against which gift vouchers can be redeemed which are displayed on our website are correct to the best of our knowledge and maintained on a daily basis. In the event of a voucher being issued at or redeemed against an accidental incorrect price, we will endeavour to inform the purchaser of the error within seven days of the voucher purchase / voucher redemption being made, we will allow the recipient to either obtain a full refund against the voucher or choose to pay the additional difference in price. Promotional discount codes can only be redeemed against certain Buyagift experiences. Availability - Buyagift sells vouchers which are valid for 10 months from the date of issue (unless otherwise stated) and each recipient is free to book their preferred date for their chosen experience. The experiences in respect of which vouchers may be redeemed are subject to availability and in some cases, subject to weather conditions on the day. In order to avoid disappointment, we recommend that you book the experience in respect of which the voucher will be redeemed well in advance and DO NOT organise travel or accommodation until the booking has been confirmed by the operator. Booking - Please do not arrive at a venue expecting to redeem your gift voucher without first obtaining a booking confirmation letter or number from the operator. Buyagift will not be held liable for your costs incurred if you do not follow the procedure set out in these Terms and Conditions and in your voucher pack. Event Duration - Details of event duration given on the website and gift voucher are to be used as a guide only. Most events will be ‘open’ days, meaning that other members of the public will be taking part too. This could mean taking your turn with other members of the public. The information on our website and voucher is meant as an indication of what to expect at the session in respect of which your voucher is redeemed. As Buyagift vouchers can be redeemed in return for multi-location experiences, session lengths, agendas, vehicles used, numbers of participants and other factors specific to that experience may vary from location to location. Delays, curtailments and breakdowns are not within our control and therefore we cannot be held liable. Safety - The undertaking of these activities may involve some personal risk. With some events you may be required to sign a disclaimer on the day, please read these documents carefully. Some personal insurance policies may not cover some of the experiences in respect of which our vouchers may be redeemed. Please check with the operator and your insurer well in advance of your day. Note that operators usually require participants to comply with specified safety procedures. Please listen and take note if they ask you to do something - it is usually for your own safety. Validity - Each gift voucher is valid for a maximum of ten months from the date of issue unless otherwise stated. A voucher will be deemed to be invalid if it is out of date (the validity date is clearly stated on the voucher). Vouchers can only be extended if they are still inside their expiry date and if the experience is still available from the supplier. If the customer or recipient is unable to utilise the voucher before the expiry date then the voucher can be extended for a standard admin fee of £20 by visiting [www.buyagift.co.uk/giftcard](http://www.buyagift.co.uk/giftcard). If the activity in respect of which the voucher is to be redeemed has increased in price, the customer will also need to pay the difference in price. Vouchers purchased on Special Offer may not be extendable (in these instances this will have been clearly stated at the time of purchase). Once a voucher has been extended it cannot be refunded. All experiences should be booked and taken before the expiry date on the voucher. Choosing the right experience - Many of the vouchers offered may be redeemed for experiences which have some type of restriction applied to them; these restrictions are not decided by us but by the individual operator. These restrictions could include age, health, physical and size restrictions.

Please read all the information provided for each experience, to ensure that your initial suggested voucher is the right one for the recipient. If you are unsure of the suitability of a particular event please contact us at [www.buyagift.co.uk/contactus](http://www.buyagift.co.uk/contactus) with your query and we will advise you accordingly. Complaints - The easiest way to resolve any problems that you may experience is to speak to the operator on the day. They will ensure that any issues are rectified. If you are still not satisfied, please contact us details of your complaint (including your voucher reference number and the name of the person you spoke to on the day) at [www.buyagift.co.uk/contactus](http://www.buyagift.co.uk/contactus). Please remember that the operator will have the opportunity to respond as well. Similarly, we would like to hear any positive feedback. Email us on [feedback@buyagift.co.uk](mailto:feedback@buyagift.co.uk)

Cancellations - Once you book a specific date with an operator you are bound by their terms and conditions regarding cancellations. Once a date is confirmed with an operator it is not possible to change this date unless the operator agrees to the change. Where a date cannot be altered by an operator it will not be possible to issue a refund. In the unlikely event that one of our operators needs to cancel the experience after you have booked a date, they will contact you. We strongly recommend however, that you contact the operator on the day before you depart for your experience. In the event of cancellation, Buyagift will not be held liable for the cost of lost insurance premiums, travel expenses, pre-booked accommodation costs or any other costs incurred.

Operators & liability - When redeeming your voucher and booking an experience with an operator you will be entering into a separate agreement with the operator and will be bound by their own terms and conditions, including any restrictions applied by that operator. Although Buyagift has sought to select highly experienced operators of 'once in a lifetime' experiences, Buyagift cannot be responsible for the safety standards or the quality or delivery of the experience, or any loss or damage suffered by you whilst participating in the experience for which the Operator shall be solely responsible. By purchasing a Buyagift voucher or booking an experience with a supplier, you acknowledge that the experience in respect of which the voucher will be redeemed is dependent on certain factors beyond the control of Buyagift and you agree that neither Buyagift nor any operator shall be liable for the cancellation, postponement or alteration of any experience for reasons beyond its reasonable control, including weather-related reasons, mechanical failure, location changes or otherwise. We do not undertake any technical examination of equipment, facilities or services in order to minimise personal risk. If mechanical machinery breaks down, you should ask the operator for reasonable substitutions without notice. The total liability of Buyagift for any claim whatsoever in connection with the Buyagift voucher or any experience in respect of which a voucher is redeemed shall be limited to the price paid for the experience voucher. We have tried to ensure that the descriptions and images used on all marketing material are accurate. However, images are intended to give a general idea of the experience described and do not form part of any contract between the purchaser and / or the recipient of the voucher and Buyagift.

Spectators - Most operators will allow you to bring spectators to watch you participate in your selected experience. When redeeming your voucher and booking your date please inform the operator that you wish to bring other people. Some operators may request a nominal payment for spectators. Spectators are required to comply with the operators' terms, conditions and expectations of conduct. Any spectators deemed under the influence of drugs or alcohol will not be permitted on site.

Top-ups and credits - Buyagift vouchers are flexible and can be used for the whole range of experiences available. In order to achieve this, vouchers can be exchanged free of charge by visiting [www.buyagift.co./myvoucher](http://www.buyagift.co./myvoucher). If you need to extend the validity of your voucher at the point of voucher exchange, this can be done for a standard admin fee of £20. Gift vouchers can only be exchanged for alternative gift vouchers and not for Print and Go/Theme Park vouchers. If the substituted experience in respect of which the voucher is being exchanged costs more than the original voucher you must pay a top up amount. If the replacement voucher/experience is lower in price we will issue an additional voucher for the difference. You can top up, or credit, your voucher online by visiting [www.buyagift.co.uk/myvoucher](http://www.buyagift.co.uk/myvoucher)

Refunds - We're happy to make refunds on unused vouchers bought direct from Buyagift within 60 days of purchase. Once you or your recipient has redeemed your voucher and booked an experience with an operator you are bound by their Terms and Conditions. Please make yourself aware of these at the time of booking. All refunds will be made to the person who purchased the voucher and you will be refunded directly to your

credit card. All refunds are processed at month-end and take between 5 and 10 working days to show in the purchaser's account. To request a refund please call our friendly customer service team on 0208 275 5220 and select the option for an 'unwanted voucher' to discuss your options. Vouchers - All vouchers ordered before the specific cut off times on a weekday for delivery by Second Class Royal Mail will be dispatched the same working day (excluding Bank Holidays). You may request Next Day delivery (for delivery to the UK only) for an additional charge. We cannot be held liable for any loss suffered as a result of mail being delayed. The gift voucher is invalid if it has been tampered with or defaced. Buyagift accepts no responsibility for lost or stolen gift vouchers. Please keep the vouchers in a safe place and protect them as you would money. Discount Codes - Discount codes are issued subject to availability and can be withdrawn without notice at any time. Only one discount may be used per order and these cannot be used against exchanges, extensions, money on account, delivery, gift packs or any other facility provided by Buyagift. Discounts can only be applied to internet orders. Buyagift reserves the right to stop discount codes being used against specific products, a full list of non discountable products can be found here (<https://www.buyagift.co.uk/non-discountable-products>). Competition / Charity Prizes, Print and Go Tickets - These items cannot be exchanged, extended or refunded. Data Protection - Your privacy is our highest priority. Your details will only be used to process orders, gather feedback & data regarding our products & services and to send you promotional material (if opted into this service). Sub contractors may also be used to fulfil tasks on our behalf, included but not limited to points referred to in this section. Social Network Guidelines User Conduct: You agree not to upload, post, email or otherwise transmit: (a) any User Content or other data that is false, inaccurate, unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, invasive of another's privacy, hateful, or that otherwise degrades or intimidates an individual or group of individuals on the basis of religion, gender, sexual orientation, race, ethnicity, age or disability; (b) any unsolicited or unauthorised advertising, promotional materials, "junk mail," "spam," or any other form of solicitation; or (c) any material that contains software viruses or any other computer code, files or programs designed to interrupt, damage, destroy or limit the functionality of any computer software or hardware or telecommunications equipment. Content posted by you: You acknowledge that you are responsible for all information, data, text, software, photographs, graphics, video, messages and other materials ("User Content"), whether publicly posted or privately transmitted, which you upload, post, email or otherwise transmit via the website and/or social network services. With respect to all User Content you elect to post, you grant us the royalty- free, perpetual, irrevocable, non-exclusive and fully sub-licensable right and licence to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, perform and display such User Content (in whole or part) worldwide and/or to incorporate it in other works in any form, media, or technology now known or later developed. We shall have the right (but not the obligation) in our sole discretion to refuse, move or remove any User Content that violates these terms and conditions or is otherwise objectionable. For full T&Cs please visit - [[www.buyagift.co.uk/terms](http://www.buyagift.co.uk/terms)](<https://www.buyagift.co.uk/terms>)