

Foxes Rewards Terms and Conditions

1) In these terms and conditions, the following words shall have the following meanings:

Online Shop means the official Leicester City Football Club online shop at www.lcfc.com

Net Spend means the total price paid by a Qualifying Member after the value of any Foxes Rewards redemption has been excluded from the transaction. For example, if a Qualifying Member bought a £50 home shirt which was partly paid for using £5 of Foxes Rewards, the Qualifying Member's Net Spend would be £45.

Season Card Holder means Leicester City Football Club Season Card Holders in general admission areas of King Power Stadium.

Member means members who have purchased a 2017/18 Membership. Once signed up, they will be able to start earning Foxes Rewards with their Membership card.

Corporate Season Card Holder means Leicester City Football Club Season Card Holders who have purchased Seasonal Hospitality or have an Executive Box for the season.

Digital Member means supporters who have signed up to www.lcfc.com.

Qualifying Member means all of the members but 'Digital Member' listed above.

Scheme means the Leicester City Football Club Loyalty Reward Scheme 2017/18 known as Foxes Rewards which will run from 10 August, 2017 to 31 May, 2018. The Scheme will entitle the Qualifying Members to earn and spend Foxes Rewards points from merchandise. It will entitle Digital Members to earn Foxes Rewards points from merchandise and can be unlocked when they become a Qualifying Member.

Foxes Rewards means the amount of loyalty cash earned on qualifying purchases as set out in clause 6 of these terms and conditions.

Club Shop means the City Fanstore situated at King Power Stadium.

- 2) These terms and conditions apply to membership of the Scheme.
- 3) Membership in the Scheme is automatic for all Season Card Holders and Fox Members. If you do not wish to take part in the Scheme, please opt-out by contacting the Supporter Liaison Team on help@lcfc.co.uk. By taking part in the Scheme, you agree to comply with these terms and conditions.
- 4) Membership of the Scheme cannot be combined with any other Leicester City Football Club offers or promotions. Exceptions may be decided by the Club and will be communicated in situations where Foxes Rewards is available.
- 5) The Club's decision as to the amount of the initial balance issued to Season Card Holders and Members is at the Club's discretion. The Club's decision is final and no correspondence will be entered into.

- 6) Subject to clause 7 below, Qualifying Members will earn Foxes Rewards as set out below:
- a) Season Card Holders & Corporate Season Card Holders will receive the following:
- 10 per cent of Net Spend on merchandise (at the Club Shop and online on www.lcfc.com (see condition 10 below).
- b) Members will receive the following:
- Five per cent of Net Spend on merchandise (at the Club Shop and online on www.lcfc.com (see condition 10 below).
- c) Digital Members will receive the following:
- Five per cent of Net Spend on merchandise (at the Club Shop and online on www.lcfc.com (see condition 10 below). These points are awarded but not redeemable until a Digital Member upgrades to a Qualifying Member (see condition 1 above).
- d) In most cases, subject to Condition 6e) below, Foxes Rewards balances will be updated 28 days after the relevant qualifying purchase. Between the date of the qualifying purchase and the date of Foxes Rewards being issued, all Foxes Rewards will be treated as 'pending'. Season Card Holders must produce their Season Cards at the time of purchase, Members must show their membership card while other Qualifying Members must produce their email address used to register their www.lcfc.com account. As a reminder, supporters have 28 days to return their items if they are unhappy with them to get a refund or to exchange the goods with a valid receipt as proof of purchase.
- e) In the event that a purchase is made during the month of May 2018, then on Friday 25th May, all "pending" Foxes Rewards will become active notwithstanding the fact that such date is before the 28 days referred to in Condition 6d) above. Supporters will then be able to redeem their points until 31 May, 2018. All Foxes Rewards earned between 25 May, 2018 and 31 May, 2018 inclusive will become active within 24 hours.
- 7) Foxes Rewards will not be issued (or will be cancelled) in circumstances where a purchase of any kind has been refunded after purchase.
- 8) Foxes Rewards can only be redeemed on official Leicester City Football Club Merchandise in increments of £1 from the following locations:
- www.lcfc.com (see condition 10 below)
 - Club Shop

Same as set out above, Foxes Rewards cannot be exchanged for any other Club vouchers. Exclusions to redemption may apply from time to time and will be displayed on the Club's website at www.lcfc.com where applicable.

- 9) When redeeming Foxes Rewards in person Qualifying Members must produce their Season Card, Membership card or www.lcfc.com account details at point of sale in order to redeem Foxes Rewards. The Club reserves the right to ask for photo identification upon redemption of Foxes Rewards.
- 10) Once a Qualifying Member has redeemed a certain value of Foxes Rewards, their Foxes Rewards balance will be reduced by that amount. If a Qualifying Member

accrues and redeems all of their Foxes Rewards, their Foxes Rewards balance will reduce to and restart from zero.

- 11) The Club reserves the right without liability to any Qualifying Member or any other third party:-
 - a) to vary the Scheme, and these terms and conditions, from time to time; and/or
 - b) to discontinue the Scheme at any point without notice; and/or
 - c) to exclude any individual or class of Qualifying Members from membership of the Scheme from time to time; and/or
 - d) to suspend or terminate any Qualifying Members Foxes Rewards account and/or cancel any Foxes Rewards collected by a Qualifying Member at any time where reasonable e.g. where there has been a breach of these terms or conditions or in cases of suspected fraud.
- 12) If a Qualifying Member's season or Member Card is replaced for any reason (e.g. lost or stolen) then the balance of their Foxes Rewards will be added to the new card within 24 hours of issue. If the Foxes Rewards has already been redeemed at the point that the Season Card becomes lost or stolen, then the newly issued card will have no Foxes Rewards included.
- 13) If any product purchased with Foxes Rewards is exchanged or refunded, any money owing as a result of such exchange or refund will be added to the balance of Foxes Rewards on the Qualifying Member's loyalty cash account. Cash refunds are not available in these circumstances.
- 14) Foxes Rewards is non-transferable between Qualifying Members and any other individual.
- 15) Foxes Rewards cannot be exchanged for cash or for a paper voucher.
- 16) The minimum spend required in-store or online to redeem Foxes Rewards is £1.
- 17) If a Season Card is cancelled for any reason, then the Foxes Rewards balance related to that Season Card Holder will be void and the Club accepts no liability in these circumstances.
- 18) The Scheme will expire automatically on 31 May, 2018. Save as set out in paragraph 23, any Foxes Rewards not redeemed before that date will be null and void, unless stated otherwise by Leicester City Football Club.
- 19) Members who go on to become a Season Card Holder will have their Foxes Rewards balance transferred to their Season Card and from then onwards will receive the benefits a Season Card Holder receives in this Scheme, as set out in clause 6.
- 20) Digital Members who go on to become Members will have their Foxes Rewards balance transferred to their new Membership card and from then onwards will receive the benefits Members receive in this Scheme, as set out in clause 6.
- 21) Members who are also Season Card Holders will only receive the highest percentage of Foxes Rewards, at the Season Card Holder rate (i.e. they will receive 10 per cent on Net Spend on merchandise as stated in clause 6).
- 22) Foxes Rewards points cannot be redeemed against any match ticket, Membership or Season Ticket.
- 23) All Members and Season Card Holders will be given a launch bonus Foxes Rewards as determined by LCFC. Such bonus Foxes Rewards must be redeemed by the Season Card Holder and/or Member by no later than 25 September, 2017. Such bonus Foxes Rewards may be withdrawn by LCFC at any time at its discretion.
- 24) In the event that any mistake is made by LCFC in the award of Foxes Rewards such that a higher or lower amount is awarded incorrectly, then LCFC has the right to amend the Foxes Rewards awarded at any time in order to ensure that the correct amount has been awarded.
- 25) Only one Season Card or Membership can be used per transaction when redeeming Foxes Rewards.

