

Foxes Rewards FAQs

What is Foxes Rewards?

Foxes Rewards is the new rewards scheme by Leicester City Football Club, which has been put into place to ensure supporters are rewarded for their continued support.

How do I join the scheme?

If you are a 17/18 Season Ticket Holder, Seasonal Hospitality Client, Fox Member or Digital Member, then you will have been automatically enrolled into the scheme.

If you are none of the above, then you can join the scheme by signing up to LCFC.com.

How does it work?

There are currently two scheme levels.

Scheme One is for Season Ticket Holders, Seasonal Hospitality Clients and Fox Members. These are all paid-for packages. Their rewards are redeemable from the launch date.

Scheme Two is for Digital Members who have signed up to LCFC.com only. Digital Members will be able to accrue rewards but will only be able to redeem rewards once they are a paid-for Fox Member.

What happened to my 10 per cent/five per cent discount?

Leicester City Football Club has taken the decision to replace the previous flat-rate discount for the new, more flexible Foxes Rewards Scheme from 2017/18 onwards.

I'm a Season Ticket Holder. How much cashback do I receive?

You will receive 10 per cent on retail purchases made in store and online, providing that you present your Season Card at the till, or checkout whilst logged in online, once online rewards are launched..

I'm a Fox Member. How much cashback do I receive?

You will receive five per cent on retail purchases made in store and online, providing that you present your Member Card at the till, or checkout while logged in online, once online rewards are launched.

I'm a Seasonal Hospitality Client. How much cashback do I receive?

If you sit in the Legends Lounge, Banks Lounge or Fosse Club, you will receive 10% on retail purchases made in store and online, providing that you present your Season Card at the till, or checkout whilst logged in online, once online rewards are launched.

If you sit in The Gallery or Premier Lounge, you will be contacted separately by your account manager, who will provide you with all the information you need. If you have any questions, please do not hesitate to call.

I'm an Executive Box Holder. How does this scheme apply to me?

You will be contacted separately by your account manager, who will provide you with all the information you need. If you have any questions, please do not hesitate to call.

I have a complimentary/companion ticket. Am I enrolled onto Foxes Rewards?

As you hold a complimentary ticket you have not been auto-enrolled onto Foxes Rewards, but you are eligible to join.

What products do I earn rewards on?

You are able to earn rewards on most retail items, in store and online – this includes all three 2017/18 Puma Replica Kits. Certain products, such as sale items, shirt printing, illustrations and vouchers are excluded.

How do I earn rewards?

You will be able to earn rewards on merchandise purchases in store at King Power Stadium and online at LCFC.com. You will also be able to earn bonus rewards by keeping up to date with the Foxes Rewards offers and promotions.

How do I redeem my rewards?

You can redeem your awards against merchandise purchases made in store and online, providing that you present your Season Card at the till, or checkout while logged in online, once online rewards are launched.

Can I earn/spend my rewards against tickets and memberships?

No, you are only able to earn/spend rewards against retail items.

What is the launch bonus?

As a way to celebrate the launch of Foxes Rewards, we are awarding all Season Ticket Holders, Seasonal Hospitality Clients and Fox Members with a bonus.

How much launch bonus do I get?

Adult Season Ticket Holders, Concession Season Ticket Holders and Seasonal Hospitality Clients will receive £10 worth of rewards.

Junior Season Ticket Holders, Fox Members (including Junior Fox Members and International Fox Members) will receive £5 in rewards.

Under-2 Members are exempt from the scheme.

Does my launch bonus expire?

Yes, it expires on 25 September, 2017.

How long do my rewards stay on my account?

At the end of every season (defined in the Season Card and Fox Membership terms and conditions as of 31 May) your accrued rewards will be reset to £0, unless otherwise communicated by Leicester City Football Club.

What promotions and offers can I expect over the season?

Double reward offers, chances to bid on money-can't-buy experiences and items.

How can I find out my rewards balance?

You can go to your account page on LCFC.com to view your rewards balance at any time, providing you have re-registered your account. Alternatively, you can ask in store when you are at the till.

Do I need to show my Season Card/Member Card in store to earn/redeem my rewards?

Yes, in order for you to earn and redeem rewards, you will need to scan your Season Card/Membership Card at the till. If you are not in possession of your card, you will need to provide the correct account details and provide a form of ID.

I don't want to be on this scheme. How do I leave?

You are free to leave the scheme at any time. Simply contact LCFC Help on help@lcfc.co.uk with a clear instruction of your intention to exit the scheme.

I made a purchase yesterday. Why are my rewards still showing as pending?

Rewards will appear as 'pending' and will not appear on your balance for 28 days after the initial transaction. You will not be able to redeem 'pending' rewards until they become active.

Why 28 days?

The City Fanstore's Returns Policy is 28 days. This is in place to ensure that rewards are not redeemed against returned items.

Do my rewards expire?

At the end of the season (31 May, 2018), any remaining rewards balances will expire, regardless of when they were rewarded.

What happens to my rewards in May?

To ensure you get the most from Foxes Rewards, any rewards accrued from Saturday 28 April, 2018 until Thursday 24 May, 2018 we will award to you on Friday 25 May 2018 for you to redeem until the expiry at midnight on Friday 1 June 2018.

I have a question that was not listed above. Who do I ask?

For more information, please feel free to contact LCFC Help on help@lcfc.co.uk.