



Spotted Fin - Fin Points - Terms & Conditions

ABOUT

Fin Points is a loyalty scheme run by Spotted Fin on www.spottedfin.com. The scheme aims to reward customers who engage with Spotted Fin services through points which can be redeemed for rewards. Fin Points in run solely on the discretion of Spotted Fin, and can be changed or stopped at any point without notice. The scheme is completely free to join.

SPIRIT OF FIN POINTS

The spirit of the scheme is to reward customers who participate with Spotted Fin and their promotions. This scheme does not encourage customers to behave outside of normal responsible online habits and behaviours. Customers can opt out from receiving points should they wish. Spotted Fin will endeavour to uphold the spirit of the scheme whenever possible and act with fairness and transparency.

TERMS AND CONDITIONS

1. Customers are automatically enrolled onto the scheme when they create an account on www.spottedfin.com. Spotted Fin reserves the right to remove anyone from the scheme and/or to deduct points from their account for any reason without notice. Certain reasons which may be given include but are not limited to reputational damage to Spotted Fin and their related parties, or misuse of the scheme.
2. Customers can withdraw from the scheme at any point by contacting Spotted Fin directly either by email at hello@spottedfin.com or by phone at 01923 616 919.
3. Every time a person performs a certain action while logged into their account, they will automatically be given a set number of points. The specific actions that are rewarded, and the number of points they are rewarded with will be clearly stated and advertised by Spotted Fin.
4. Spotted Fin reserves the right to change the rules of the scheme and these terms and conditions at any point without notice.
5. Spotted Fin uses a third party to provide the framework and online system needed to run this loyalty programme. Any customer data used will be done so in accordance with our privacy policy.
6. Spotted Fin will not be held responsible for any points which are not correctly rewarded due to any form of system malfunction either from Spotted Fin directly, or any third party which is involved in this scheme directly.
7. Spotted Fin will not be held responsible for any loss received from participating in this programme.
8. Customers may not share their points with others.
9. This scheme is not open to persons who are directly involved with Spotted Fin.

DEFINITIONS

'**Spotted Fin**' refers to Spotted Fin Ltd, registered in England and Wales. Registration number 8267714.

'**Fin Points**' refers to a loyalty scheme run by Spotted Fin.

'**Scheme**' or '**Programme**' refers to Fin Points.

'**Action**' refers to the behaviours which are rewarded with Fin Points. One example is placing an order on www.spottedfin.com.

'**Points**' refers to the points that are given to the customer for participating in certain tasks or promotions run by Spotted Fin.

'**Prize**', '**Reward**' or '**Gift**' refers to the products or services which can be redeemed by the customer using their Fin Points.