

Wasps Buzz Points - Terms & Conditions*

WASPS BUZZ POINTS SCHEME APPLIES TO SUPPORTERS WHO HOLD A CURRENT 2016/17 SEASON MEMBERSHIP (formally Season Ticket)

- In purchasing Season Membership, you are deemed to have accepted and agree to the Terms and Conditions of use subject to the Club's ground regulations
- Use of a membership card to gain entry into the stadium is subject to the Club's ground regulations, which are displayed at turnstiles or can be viewed online at wasps.co.uk.
- By using a membership card to enter the stadium you are deemed to have accepted and agreed to be bound by the Club's ground regulations.
- By accessing the Wasps Buzz Points Member Portal, you are deemed to have accepted and agree to be bound by the Overall Terms and Conditions of use.

Definitions and Interpretation

In these Membership T&Cs, the following words and phrases shall have the following meanings (unless stated otherwise):

"Wasps"	the rugby club which a member is a paid member of
"Wasps Buzz Points"	points earned by Season Members and awarded by the Club in accordance with the the Season Membership scheme which may be redeemed against Wasps products and services
"Wasps Buzz Points Portal"	means a dedicated members-only page available to Season Members;
"Club"	Wasps Holdings Limited;
"Conditions of Entry"	means the rules and regulations of each of RFU, EPRC, PRL and the Ground Regulations;
"Cup Competition"	each of the Anglo Welsh Cup, European Champions Cup or European Challenge Cup competitions the Club may compete in
"Cup Match"	any match in a Cup Competition in which the Team participates during the Season;
"Ground"	the Ricoh Arena, Phoenix Way, Foleshill, Coventry, CV6 6GE (or such other ground to which the Club relocates on a temporary or permanent basis to the extent that the Ricoh Arena is unavailable for use by the Club);
"Ground Regulations"	the ground regulations issued by the Club from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground, a copy of which is available on the Website;
"Home Match"	means a Match played at the Ground;
"Match"	any Aviva Premiership Match or Cup Match or friendly match played by the Team;
"Member"	each person who is registered as an official member of the Wasps Season Members Scheme;
"Membership Benefits"	in respect of each Membership Scheme, the benefits to which a Member of that Membership Scheme is entitled, as set out in Part II of these Membership T&Cs;
"Membership Card"	the electronic card (and any replacement thereof) issued to each Member by the Club which, amongst other things, admits the Member into the Ground at Matches which that Member is entitled to attend;
"Membership Scheme"	the membership schemes as further described in condition 2.2 of these Membership Scheme T&Cs;
"Premiership Match"	any match played by the Team in the Aviva Premiership during a Season;
"Purchaser"	a person purchasing any number of Membership Schemes;
"Renewal Date"	the date on which a Member's Membership shall renew;
"Season"	means the English rugby season (which usually runs from July to June);
"Member Card"	means the electronic card (and any replacement thereof) issued to each of the Champions or Gold Season Members (Adult and Junior) valid during the 2016/2017 Season which, amongst other things, admits the member into the Ground at matches which that member is entitled to attend as further described in the relevant member T&Cs;

“Season Member”	means a holder of a Season Member card
“Season Card T&Cs”	means the standard terms and conditions applicable to purchasers and holders of a Season Card;
“Team”	the Club’s first teamsquad;
“Website”	the Club’s website at www.wasps.co.uk ; and
“Year”	each 12 month period of a Membership.

Overall Terms & Conditions

1. Wasps Buzz Points Loyalty Programme is valid for persons aged 17 or over only
2. Season Members who are below the age of 17 and those who have been issued a Season Membership on a complimentary basis (which includes Disabled Companions) are ineligible to participate in the Wasps Buzz Points Loyalty Programme
3. Eligible Season Members are automatically enrolled but must activate their own account by visiting buzzpoints.wasps.co.uk
4. Season Membership expires on 30th June each year regardless of the date of joining and accrued Wasps Buzz Points will continue to be rolled-over for the following season so long as Season Membership is renewed and will remain as part of your balance for a 3 season period before unused points expire
5. Membership is non-transferable and can only be used by the named individual as shown on the front of the card
6. If a membership is cancelled, subject to their statutory rights, their membership fee will not be refunded. All unused Wasps Buzz Points on the account will be immediately invalidated
7. The Club is not liable, at any point, for any Wasps Buzz Points which are fraudulently redeemed should an account be misused or Membership Card is lost/stolen and not reported to the Club
8. The Club reserves the right to run membership joining incentive schemes from time to time without liability to existing members.
9. The Club reserves the right to change or amend these Terms and Conditions at any time on giving the members 30 days’ prior written notice using the contact details supplied by each member
10. The Club reserves the right to change the offering, products and services available within the Wasps Buzz Points Loyalty Programme and reserves the right to amend how points are issued, how many points are issued and they may be redeemed
11. The Club reserves the right to re-brand or otherwise vary any of the Membership Schemes, or introduce any additional Membership Schemes, at any time provided that any such variation shall result in a Member receiving the same or substantially similar benefits to those the Member was entitled to receive prior to such variation. Members may, at the sole discretion of the Club, be transferred to such additional or replacement Membership Schemes without prior notice provided always that the Member shall be entitled to the same or substantially similar benefits under the new Membership Scheme as the Member was under the Membership Scheme from which the Member was transferred.
12. Wasps Buzz Point Representative value is 1pt equal to 0.01
13. Cash alternatives will not be offered where Wasp Buzz Points remain on a member account
14. Cash alternatives will not be offered where a product/service has been redeemed or won within the Wasps Buzz Points Loyalty Programme
15. Redemption of Wasps Buzz Points against retail products can be done by “purchasing” a Promo Code which can be used online at waspsshop.co.uk or by printing a voucher and presenting it to the Wasps Club Store
16. Redemption of Wasps Buzz Points against tickets can be done by purchasing a ticket within the Wasps Buzz Points Portal. Should a specific seat be required, this can be exchanged by contacting the Ticket Office, although this may be subject to an upgrade fee
17. Refunds – by way of cash or Wasps Buzz Points - will not be credited back where a product/service has been redeemed or won within the Wasps Buzz Points Loyalty Programme and which have remained unused
18. Refunds – by way of cash or Wasps Buzz Points - will not be credited back where a product/service has been bid for/entered in competition within the Wasps Buzz Points Loyalty Programme
19. Wasps Buzz Points will held ‘on account’ until such time as the member wishes to redeem against products/service or which point that their membership is terminated or expires
20. Wasps Buzz Points earned through ticket purchases can only be spent on home ticket purchases and will only become valid once the match that has accrued the Wasps Buzz Points has been played
21. Wasps Buzz Points earned through merchandise purchases will only become valid 5-7 working days after being purchased
22. Should an item be returned/refunded, Wasps Buzz Points for that item will be immediately deducted from the member’s balance
23. Wasps Buzz Points can be used in full as either part payment or full payment for home match tickets and merchandise. Should an item cost more than the value of the Buzz Points item, cash or credit/debit card payment will be required for the remaining balance
24. Purchases of match tickets are non-refundable.
25. Any ticket purchased solely using Wasps Buzz Points will not earn further Wasps Buzz Points
26. Complimentary tickets and Under 10 (Free) tickets are not eligible to earn Buzz Points
27. The Club may suspend a Member's access to the Member Portal and the Membership Scheme at any time at its sole discretion. If the Club does choose to suspend a Member's access it will inform the Member within a reasonable time, however the Club is under no obligation to inform the Member of the reasons for the suspension or when the suspension may end.
28. The Club can terminate your participation in the Membership Scheme immediately on written notice if:
 - (a) the Member breaches these Membership T&Cs or any Associated T&Cs;
 - (b) the Member acts or is reasonably suspected of acting in any manner which is inconsistent with or violates these Membership T&Cs or any element of the Membership Scheme;
 - (c) the Member acts, in the Club's opinion, in a manner inconsistent with the applicable laws, statutes or ordinances or if there are reasonable grounds for suspecting fraud, theft, or dishonesty in connection with the Membership Scheme;
 - (d) the Member is guilty (or the Club suspects the Member is guilty) of a sports-related criminal offence;
 - (e) the Club reasonably believes an unauthorised person is accessing the Membership Scheme using a Member's account;
 - (f) Club reasonably believe providing with Wasps Buzz Points will cause the Club to break a law, regulation or code; or
 - (g) the Club reasonably believes it is necessary to do so for operational reasons.
29. The Club may terminate the Membership Scheme on giving the Member 30 days' notice by email.
30. In the event that a Membership Card is withdrawn or a Membership Scheme cancelled, the Club reserves the right to exclude the relevant Member from applying for any future Membership Scheme maintained or organised by the Club and or to disqualify the relevant Member from applying for any match ticket at its discretion and to notify The RFU, PRL, EPRC, and/or any other clubs of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification).
31. All Wasps Buzz Points acquired by a Member may be revoked if

that Member's Membership Scheme is cancelled, suspended or withdrawn in accordance with these Membership T&Cs, or if the Member is refused admission or banned from the Ground or any other sporting venue anywhere in the world.

32. The Club will not be liable to any Member for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:
- (a) any failure or delay by the Club in carrying out any of its obligations under these Membership T&Cs which is caused by circumstances outside of the Club's reasonable control;
 - (b) the Membership Scheme and the Wasps Buzz Points;
 - (c) any information provided to the Club by a third party;
 - (d) the Member Portal, including its availability and use of or reliance on any content displayed on the Member Portal; and
 - (e) any act or omission of a third party providing the Wasps Buzz Points Rewards;

travel/accommodation costs.

34. To the extent permitted by law, the Club excludes all conditions, warranties, representations or other terms which may apply to the Membership Scheme, whether express or implied.
35. The Club's total liability to each Member in respect of any loss or damage a Member suffers as a foreseeable result of a breach of these Membership T&Cs in respect of the Wasps Buzz Points is to credit any Wasps Buzz Points to the Member's account which have been wrongly deducted or should have been credited but were not.
36. The Club assumes no responsibility for the services provided by any third party in connection with the Wasps Buzz Points Rewards, including but not limited to the delivery, standard, quality or otherwise of any Wasps Buzz Points Rewards provided by third parties or the failure of such a third party to honour the redemption of the Wasps Buzz Points or make a specific Wasps Buzz Points Reward available. Any issues relating to the purchase, delivery and return of Wasps Buzz Points Rewards should be addressed to the third party.

33. The Club shall have no liability whatsoever for any indirect or consequential loss or damage, loss of enjoyment or