

Grumpy Mole Loyalty Terms & Conditions

Earning Points

- Members earn 1 point for every £1 spent at participating Grumpy Mole locations.
 - Points are awarded on food and drink purchases only.
 - Points are not earned on service charge or third-party delivery platforms.
- Birthday dessert: Issued during the member's birthday period, valid from 7 days before to 7 days after the registered birthday.

General

- Points and rewards are non-transferable and cannot be shared between accounts.
- The Grumpy Mole reserves the right to amend, withdraw, or replace the loyalty programme and its benefits at any time without notice.
- Participation in the scheme constitutes acceptance of these terms and conditions.

Redeeming Rewards

- Rewards must be redeemed in a single transaction and applied to the cheapest item
 - Points required for a reward will be deducted at the point of redemption.
 - Upon redemption, the member's points balance will reset.
 - Rewards cannot be exchanged for cash or any alternative.
- Members must provide their QR code to a member of staff before payment to collect or redeem points.

Exclusions

Rewards cannot be used in conjunction with any other offer, promotion, or discount, including but not limited to:

- 20% welcome offer
- Set menus or promotional menus
- Gift vouchers or third-party vouchers

Expiry

- Points expire after 12 months of inactivity on the account.
 - Promotional rewards may have individual expiry dates, which will be communicated at the time of issue.
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