

VOUCHER REDEMPTION AGREEMENT FORM

Luncheon Vouchers Ltd
50 Vauxhall Bridge Road, London, SW1V 2RS
Tel: 0845 330 4433 Fax: 0845 330 4410

Please complete this form and return to the address above. PLEASE PRINT ALL DETAILS CLEARLY.

Contact Name _____
Name of Establishment _____
Address of Establishment _____
Town _____ Postcode _____
Telephone Number _____ Fax Number _____
Email Address: _____ VAT Registration Number: (if applicable) _____

Type of establishment**RESTAURANT:**

- American (303)
- British (302)
- Chinese (301)
- French (314)
- Greek (313)
- Health Food/Vegetarian (317)
- Indian/Pakistani/Bengali (309)
- Indonesian/Malaysian/Vietnamese (307)
- Japanese (305)
- Mexican (315)
- Pizza/Pakistani (323)
- Roadside/Motorway (999)
- Steak House (321)
- Turkish (306)
- Other (399)

Type of establishment**SHOP:**

- Department Store (1)
- Supermarket (2)
- Fruiterer (3)
- Delicatessen (4)
- Confectioner/Newsagent (5)
- Drug Store (6)
- Other (11)

PUB/WINE BAR/CANTEEN

- Pub with snacks (201)
- Pub with Restaurant (203)
- Wine Bar (205)
- Hotel (101)
- In House Canteen (not open to public) (8)
- Contract Caterer (not open to public) (9)
- Other (10)

Type of establishment**TAKE AWAY:**

- Hamburger (401)
- Fish and Chips (405)
- Bakers/Patisserie (406)
- Sandwich/Snack Bar (409)
- Pizzeria (412)
- Pancake (414)
- Chicken (418)
- Sandwich Delivery (420)
- Chinese (421)
- Japanese (421)
- Indonesian/Malaysian (422)
- Baked Potato (424)
- Kebab (426)
- Other (427)

Payment of Luncheon Vouchers (Please complete only one option)**1) Payment by Cheque:**

Cheque made payable to _____ For the attention of _____

2) Payment by BACS: (if you wish to pay by BACS, please complete the enclosed BACS Payment Agreement Form)

Your Agreement with us

1. I/We agree to abide by the terms and conditions stated below and overleaf.
2. I/We agree to accept Luncheon Vouchers issued by your company.
3. I/We will not accept Luncheon Vouchers unless they are offered in part or whole payment for food.
4. I /We undertake to ensure that no change will be given on Luncheon Vouchers
5. I/We understand that a service charge will be deducted from the value of vouchers that I/we return to you.
6. I/We agree to display the Luncheon Voucher sticker

Signed _____

For and on behalf of _____

Name _____ Position _____ Date _____

Conditions of Voucher Redemption

What you, the Voucher Redeemer, agrees to do

1. As the Voucher Redeemer named overleaf ("the Redeemer / You "), you confirm that you will accept the vouchers supplied by Accor Services ("the Company/ We ") from your customers as part payment or full payment only for the goods or services detailed on the reverse of each voucher, and that no cash exchange will be made at any time.
2. Responsibility for the provision of satisfactory standards of service or goods, and the meeting of any related and relevant statutory regulations or registration rests with you.
3. All vouchers sent to the Company for redemption will be despatched to be received by us, at our offices, not later than 3 calendar months after the date of expiry shown on the voucher. We will not accept any vouchers for redemption which are received by us after that date.
4. Responsibility for the safety and any insurance of vouchers either in your possession, or subsequently sent by courier, postal service or other method, rests with you. If you are redeeming Childcare Vouchers or Eyecare Vouchers or Carer Break Vouchers, you must retain the counterfoil stubs from each voucher prior to posting, as proof of any loss. Redemption will not be made without original vouchers or counterfoil proof.
5. You will ensure that all vouchers sent to us for redemption are accompanied by a valid, completed and signed, Accor Services Voucher Claim Form.
6. You will ensure that all original vouchers sent for redemption are invalidated for further use by writing a clear and distinct mark through the upper area of each voucher, or by using your company stamp. The Company reserves the right to make an additional charge for the processing of non-invalidated vouchers received for redemption. The Company will only accept vouchers which are in a satisfactory condition including a readable serial number.
7. You will ensure that you satisfy yourself of the validity and authenticity of vouchers sent for redemption by using the Company's printed materials, available on request from the Company, which describe and illustrate the Company's vouchers. Only valid and authentic vouchers will be accepted for redemption.
8. If accepting Accor Services Eyecare Vouchers, you will issue a separate Certificate of Recommendation to each patient for whom you provide an eye examination, without additional charge, in exchange for an Eye Examination Voucher, and that this examination will be in accordance with the definition of a sight test as defined by the Opticians' Act, 1989 Section 36(2). Additionally, you will offer to provide a basic pair of single vision Corrective Spectacles, suitable for VDU use, in exchange for the standard Eyecare Spectacles Voucher, and a basic pair of bi-focal spectacles in exchange for the higher value Eyecare Spectacles Voucher. You will provide these services and goods in exchange for the relevant vouchers and without additional charge to the patient.

Making Changes to your Name, Address, Contact and Payment Details

9. If you wish to make changes to any details held by the Company relating to the redemption of the Company's vouchers you must :-
 - a) provide your request in writing to the Company, either by post, fax or email, clearly marking your request "Helpdesk"
 - b) sign the request yourself, if appropriate, and always quote your Accor Services account number
 - c) give a minimum of 10 working days' notice
 - d) confirm to your own satisfaction that your request has reached us and has been processed accordingly
10. Accor Services reserves the right to charge a service fee for the reissue of any payment initiated to you by the Company against your incorrect instructions. The Company will not accept responsibility for any charges made by your bank or building society.

What Accor Services agrees to do

11. We will issue payment against valid voucher claims in respect of vouchers originally issued by the Company, after receipt at our offices. Claims will not be accepted for redemption unless an Accor Services Account number has been issued to the Redeemer by the Company. Payment of valid claims will be issued to you after the number of working days shown below, following receipt at our offices.
 - a) Childcare Vouchers – 1 day
 - b) Eyecare Vouchers 15 days
 - c) Luncheon Vouchers – 1 day Express
 - d) Luncheon Vouchers – 7 days Standard
 - e) Clean Way Vouchers – 5 days
 - f) Carer Break Vouchers – 5 days
12. Service charges will be applied to the Redeemable Values when stated on the Company's Voucher Claim Forms. All Redeemable Values and Service Charges are as provided to you in writing, in advance, by the Company at the time of affiliation or of subsequent revision.
13. We will only pay for the actual number of valid vouchers received and counted by ourselves.
14. We will make our payment by BACS direct transfer or by company cheque, crossed A/C Payee, and payable to the person or organisation affiliated with the Company as the Redeemer.
15. We will provide written notification regarding any changes in Redeemable Values of vouchers or Service Charges, and reserve the right to modify the Conditions shown here, providing prior written confirmation.
16. Claim Forms for all vouchers, Certificates of Recommendation for Opticians, and point-of-sale materials for Luncheon Vouchers, Clean Way vouchers and Eyecare Vouchers are supplied without charge, at our discretion.

Your signature on an Accor Services Voucher Claim Form confirms your acceptance of these Conditions.

You can contact the Accor Services Helpdesk on 0845 330 4433 Fax 0845 330 4410 – Email: helpline@accorservices.co.uk
(Telephone calls may be monitored for training & security purposes) **You can fax us on 0845 330 4410**

Accor Services UK, 50 Vauxhall Bridge Road, London SW1V 2RS
Email: helpline@accorservices.co.uk
www.accorservices.co.uk