

ST ANDREWS LINKS

THE HOME OF GOLF

GIFT CARD TERMS & CONDITIONS

IMPORTANT – PLEASE READ:

This document describes the terms and conditions that apply to your Gift Card. These Terms and Conditions apply to the use of your Gift Card and govern the relationship between St Andrews Links and you. Use of your Gift Card will constitute acceptance of these Terms and Conditions. You must therefore read them carefully. If there is anything you do not understand, please contact our **Customer Services**.

I DEFINITIONS

Within these Terms and Conditions, the following definitions shall apply:

“Card User” or **“you”** means the owner, giftee or other authorised person benefiting from the use of the Gift Card;

“Customer Services” means our stores and clubhouse teams who can be contacted via email at golf.webshop@standrews.com or via post at The Home of Golf Limited, Pilmour House, St Andrews, FIFE, KY16 9SF;

“Gift Card” means the St Andrews Links Gift Card purchased by you or given to you, which may be credited with, subject to condition 3.3, any value determined by the Gift Card User and available at selected St Andrews Links stores, clubhouses and online;

“Lightspeed Order Anywhere” means the cloud-based online and contactless ordering service provided by Lightspeed Commerce Inc. (trading as Lightspeed)

“Platform Provider” means a third-party provider engaged by St Andrews Links to support the operation of Gift Cards. While we may use other providers, we primarily use “Wrapped[.]” which is operated by Loud Labs Limited, to support in the operation of Gift Cards;

“St Andrews Links”, “we” or “us” means St Andrews Links Trust (SC006161) and its participating subsidiaries including St Andrews Links Limited (SC141590), The Home of Golf Limited (SC198094) and Tom Morris Limited (SC009529);

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“St Andrews Links Privacy Policy” means the privacy policy of St Andrews Links, which may be updated from time to time and the current version of which being available at [Privacy Policy | St Andrews Links | The Home of Golf](#)

“Authorised Partner” means a third party who has been appointed as an authorised partner of St Andrews Links Trust and who is authorised to issue or sell Gift Cards. They can be recognised by the official 'Authorised Partner' logo displayed on their websites and social media platforms.

“Terms and Conditions” means these terms and conditions, as amended from time to time.

2 OBTAINING YOUR GIFT CARD

Your Gift Card is issued by, and remains the property of, St Andrews Links. You can only obtain Gift Cards from an Authorised Partner, selected St Andrews Links stores and clubhouses and online via <https://standrewslinks.wrapped.store>.

3 GIFT CARD

3.1 The Gift Cards are prepaid electronic money products. When you credit value to your Gift Card, you will be purchasing electronic money from St Andrews Links. Gift Cards may be issued in physical and digital form. Where a physical Gift Card is purchased, it can be delivered to the provided address or otherwise provided directly to you. A digital Gift Card may be delivered by email as a QR code or other electronic means and may, where this functionality is available, be added to a compatible digital wallet. You are responsible for ensuring that your contact and delivery details are correct and for securely storing your Gift Card information.

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- 3.2 You can use your Gift Card at any participating St Andrews Links operating stores, clubhouses or online platforms. Gift Cards cannot be used in connection with the Order-Anywhere service. St Andrews Links reserves the right to exclude stores, clubhouses and items at its sole discretion. The Gift Card is not a credit card, charge card or debit card. Before you can use your Gift Card as a payment method you will need to credit it with funds. Your Gift Card will be able to be used when you credit it with a minimum of £5.00. If you do not spend the entire amount on the Gift Card, the remaining balance will be updated after each purchase. The balance can be used against future purchases. You can view your outstanding Gift Card balance by visiting <https://standrewslinks.wrapped.store/gift-card-balance> and providing your Gift Card code.
- 3.3 Gift Cards are credited with funds at the time of purchase only, no further funds can be added following this initial credit of funds. The minimum value you can credit your Gift Card with is £5.00. The maximum credit value you can credit your Gift Card with is £1,500.
- 3.4 In the case of any errors relating to the balance of the Gift Card, St Andrews Links can reclaim any extra money that has been credited to the Gift Card or reimburse any money that has been erroneously debited from the Gift Card.
- 3.5 Where St Andrews Links has reason to suspect that you are engaged in fraudulent or other criminal activities or where Gift Cards are purchased from an unauthorised seller, reseller, or obtained through unauthorised commercial activity, St Andrews Links retains the right to invalidate the Gift Card and will not be liable for the purchase price or the value of the Gift Card.

4 OWNERSHIP AND USE OF YOUR GIFT CARD

- 4.1 Your Gift Card is intended for your personal use and, as such, you are not entitled to sell, distribute or otherwise make any commercial use of your Gift Card (including in relation to any promotional commercial activity).

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- 4.2 For clarity, this shall not prevent you from giving a Gift Card as a gift, provided that such gifting is, except in the case of an Authorised Partner, not part of or connected to any commercial activity (including any promotional commercial activity).

5 RETURNS

- 5.1 If you wish to return an item which has been purchased at any of the participating stores or clubhouses you must do so within the time limits and returns policy specified by each participating store/clubhouse and, in the case of online purchases via the St Andrews Links official store website, by our online returns policy: [Shop - St Andrews Links: The Home of Golf](#).
- 5.2 The value of any returned item(s) will be refunded using the same method(s) of payment used for the original transaction. Where payment was made using more than one method, the refund will be allocated proportionately to those payment methods. The value of the Gift Card portion of the return will be credited to the Gift Card. Alternatively, St Andrews Links may, at its option, issue you with a new Gift Card credited with the value of the returned item(s).

6 EXPIRY

- 6.1 Your Gift Card is valid for a **period of 18 months** from the date of purchase. After this period, your Gift Card will cease to be valid and any remaining credit value stored on your Gift Card will expire. Expired value cannot be transferred to a new Gift card or redeemed. You will not be able to use your Gift Card once it has ceased to be valid.
- 6.2 Gift Cards obtained through an Authorised Partner may be subject to a shorter expiry period than given at clause 6.1 above. Where a shorter expiry period applies, this will be communicated at the time of purchase and will take precedence over the period given at clause 6.1 above.

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7 CANCELLATION AND REDEMPTION

- 7.1 Gift Cards are non-refundable except as required by law. We will not exchange Gift Cards for cash or provide change in cash or credit in respect of any purchases you make using your Gift Card.

8 LOSS, THEFT OR DAMAGE

- 8.1 You are responsible for keeping your Gift Card secure. If your Gift Card is lost, stolen, shared, misused fraudulently, or damaged you may lose any value which is stored on it. St Andrews Links will not be liable for the lost purchase price or value of the Gift Card resulting from such instances.
- 8.2 You should immediately report any loss, theft, fraudulent or unauthorised use of your Gift card to Customer Services. If you subsequently find or retrieve a Gift Card which you have reported lost or stolen, you must notify us immediately.
- 8.3 If St Andrews Links agree, at our sole discretion, to replace your Gift Card, the replacement may be issued as a digital or physical card, as determined by St Andrews Links, usually within 30 days of you first notifying Customer Services of the incident. We reserve the right to charge a replacement Gift Card fee for each replacement Gift Card in the event that you are issued with more than two replacement Gift Cards within any 12 month period.

9 DATA PROTECTION AND PRIVACY

- 9.1 How we use any personal data you give us is set out in the St Andrews Links Privacy Policy.

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10 ST ANDREWS LINKS DOES NOT COMPENSATE YOU FOR ALL LOSSES CAUSED BY US OR OUR GIFT CARD

10.1 We are not responsible for losses you suffer caused by us breaking this contract if the loss is:

- **Unexpected.** It was not obvious that it would happen and nothing you said to us before you purchased or obtained a Gift Card meant we should have expected it (so, in the law, the loss was unforeseeable).
- **Caused by an event outside our control.** Including where our supply of, or your ability to use your Gift Card is delayed by an event outside our control including due to system failures and technical failures or delay caused by a Platform Provider.
- **Avoidable.** Something you could have avoided by taking reasonable action, including following our reasonable instructions for use – including by acquiring your Gift Card from an authorised seller.
- **Unlawful practices.** Where someone has made unauthorised use of your Gift Card or it is otherwise stolen or destroyed/altered, we won't be responsible for any losses this causes you.

10.2 We will try to ensure that you can use your Gift Card at participating stores, clubhouses and online, but there may be times where we are not able to do so. If this happens, we won't be responsible for the cost of any purchases you choose to make in these circumstances.

10.3 To the extent that you use a Gift Card to purchase a product for the purposes of your trade, business, craft or profession then, save in respect of any liability which cannot legally be limited, our total liability to you for all losses arising under or in connection with any contract between us, whether in contract, delict (including negligence), breach of statutory duty, or otherwise, shall be limited to what you paid for the product and all claims for loss of profit or indirect or consequential loss are wholly excluded.

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- 10.4 These Terms and Conditions do not affect your statutory rights and must be read subject to those rights. If you require more information on your statutory rights, you should contact your local authority Trading Standards Department or Citizens Advice Bureau.
- 10.5 The Financial Ombudsman Compensation Service is not applicable to your Gift Card. St Andrews Links does not offer any other compensation schemes to cover losses claimed in connection with your Gift Card.

II VARIATION AND ASSIGNATION

- 11.1 We reserve the right to amend or waive any provision of these Terms and Conditions from time to time and at any time, migrate Gift Cards to a new Platform Provider, replace existing Gift Cards with an equivalent product or to terminate the operation of Gift Cards on reasonable notice. In such instances, we will, at our option, issue a new Gift Card with the outstanding value credited to it, refund the value of the outstanding value of the Gift Card to the original payment method, or otherwise make you aware of how you can obtain a refund for any lost sum.
- 11.2 The Terms and Conditions applicable to the use of your Gift Card shall be the terms and conditions published on the website (www.standrews.com/giftcard) at the relevant time and your continued use of your Gift Card shall constitute your acceptance of such Terms and Conditions.
- 11.3 We can transfer our contract with you, so that a different organisation within St Andrews Links is responsible for supplying your product. We'll tell you in writing if this happens and we'll ensure that the transfer won't affect your rights under these Terms and Conditions.

12 ENTIRE AGREEMENT AND CONSTRUCTION

- 12.1 These Terms and Conditions (as amended from time to time) contain all the terms agreed between you and St Andrews Links regarding the Gift Card and take priority over any earlier discussions or agreements we may have had regarding your Gift Card.

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12.2 If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

13 GOVERNING LAW

13.1 These Terms and Conditions are governed by Scottish law and wherever you live you can bring claims against us in the Scottish courts. If you live in Wales, England or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.