



## **Gift Card & Promotional Voucher Terms and Conditions**

Issued by: Elemental Group Limited (Company No. 15191391) Trading as: Crave Restaurant

Address: Unit B, 38 Commercial Rd, Exeter EX2 4AE

Email: [info@craverestaurant.co.uk](mailto:info@craverestaurant.co.uk) | Phone: 01392 343940

Website: <https://craverestaurant.co.uk/>

### **Definitions and Interpretation**

In these Terms and Conditions, the following expressions shall have the meanings respectively assigned to them unless the context otherwise requires: 'Gift Card' refers to a prepaid instrument issued by the Company, either in physical or electronic form, redeemable solely at Crave Restaurant, Exeter. 'Promotional Voucher' refers to any voucher issued without consideration or at a discount as part of a marketing campaign or charitable initiative. References to 'You' or 'Your' denote the purchaser and/or holder of a Gift Card or Promotional Voucher.

### **Scope of Application**

These Terms govern the purchase, issuance, redemption, and use of Gift Cards and Promotional Vouchers offered by the Company. They apply to all transactions conducted in-restaurant and via the official website. No other terms shall apply unless expressly agreed in writing by the Company.

### **Validity and Expiry**

Digital Gift Cards shall remain valid for a period of twelve (12) months from the date of issuance unless otherwise stated at the time of purchase. Physical Gift Cards shall remain valid for nine (9) months from the date of issuance unless a different expiry date is printed on the card. Expiry dates are final and non-negotiable.

### **Redemption Conditions**

Gift Cards and Promotional Vouchers may only be redeemed at Crave Restaurant, Exeter, for in-restaurant transactions. Partial redemptions are permitted, and any remaining balance shall be retained until the expiry date. No minimum spend applies. Cards may be applied to service charges but not discretionary tips. Additionally, Gift Cards and Promotional Vouchers cannot be redeemed against set menus, fixed-price menus, or any special event menus unless expressly stated by the Company.

### **Purchase and Delivery**

Gift Cards may be purchased in-restaurant or via the official website. Online purchases shall be delivered electronically to the nominated recipient immediately upon payment confirmation. Physical cards purchased in-restaurant may be handed to the purchaser or dispatched by post, subject to applicable postage charges.

## **Cooling-Off and Refunds**

In accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, online purchasers shall have the right to cancel their order within fourteen (14) days of purchase, provided the Gift Card or Promotional Voucher remains unused. Refunds shall be processed to the original payment method. In-restaurant purchases are final and non-refundable.

## **Risk of Loss and Fraud**

The Company shall bear no responsibility for any Gift Card or Promotional Voucher that is lost, stolen, defaced, or otherwise rendered unusable. No replacement or refund shall be issued under such circumstances. The Company reserves the right to refuse, suspend, or cancel any instrument suspected of fraudulent activity or misuse.

## **Balance Enquiries and Privacy**

Balance and expiry enquiries may be made by contacting Crave Restaurant at 01392 343940. The Company shall process personal data in accordance with its Privacy Policy available at <https://craverestaurant.co.uk/en/data-protections>.

## **Limitation of Liability**

To the fullest extent permitted by law, the Company shall not be liable for any indirect, incidental, or consequential loss arising out of or in connection with the use of Gift Cards or Promotional Vouchers. Nothing in these Terms shall exclude or limit liability for death or personal injury caused by negligence or for fraud.

## **Consumer Rights Disclaimer**

These Terms do not affect Your statutory rights under applicable consumer protection legislation. Where any provision of these Terms conflicts with such legislation, the relevant statutory provision shall prevail.

## **Amendments to Terms**

The Company reserves the right to amend these Terms at any time. The latest version shall be published on Crave's website <https://craverestaurant.co.uk/> and shall take effect immediately upon publication.

## **Governing Law and Jurisdiction**

These Terms shall be governed by and construed in accordance with the laws of England and Wales. The courts of England shall have exclusive jurisdiction over any dispute arising under or in connection with these Terms.