

## **Infinity Foods Community Card – Terms and Conditions**

### **About These Terms**

These terms and conditions apply to the Infinity Foods Community Card and the Infinity Foods Shop & Bakery App (together referred to as the “Programme”).

By registering for, downloading, or using the Community Card or App, you confirm that you have read, understood, and agree to these terms.

If you do not agree to these terms, please stop using the Programme and remove the App from your device.

The Programme is designed to help build a little more connection between our co-operative, our customers, and the good food we all enjoy sharing.

### **Company Information**

The Community Card Programme is operated by Infinity Foods Cooperative Ltd (“Infinity Foods”, “we”, “us”, or “our”).

Infinity Foods Cooperative Ltd is registered in England and Wales. Our registered office and contact details can be found at the end of these terms.

### **Eligibility and Membership**

To join the Community Card Programme you must:

- Be at least 18 years old
- Be a resident of England, Scotland, Wales, or Northern Ireland
- Provide accurate and up-to-date registration information

Only one Community Card membership is permitted per person. Membership is personal and cannot be transferred, copied, or shared.

The Community Card remains the property of Infinity Foods Cooperative Ltd.

We may decline, suspend, or cancel membership if we reasonably believe the Programme is being misused or if these terms are breached.

Membership may be permanently revoked in cases of serious misconduct, including theft, fraud, or other abuse of the Programme.

## Information We Collect

To provide the Community Card Programme, we may collect and store information including:

- Your name, date of birth, postcode outward code, and email address
- Login and account authentication details
- Transaction history and points balance
- Details of offers, vouchers, and promotions issued to you
- App usage information to help us improve the service
- A unique device identifier for security and account linking purposes

Some information may be stored locally on your device to allow you to view your points and offers when you are offline.

All information will be processed in accordance with our [Privacy Policy](#).

## Use of the App

The App is provided solely for use within the Community Card Programme.

You may not use the App, Programme data, or any information obtained through the Programme for commercial purposes, business activity, or income generation without our prior written permission.

You are responsible for keeping your device secure and protecting your login details. Infinity Foods cannot be held responsible for unauthorised access to your account if your device is lost, shared, or left unsecured.

## App Availability and Updates

We aim to provide a reliable and secure App experience, but we do not guarantee that the App will always be available, error-free, or uninterrupted.

From time to time we may release updates, patches, or improvements to the App. Where updates are available, you are responsible for downloading and installing the latest version.

We reserve the right to update, suspend, withdraw, or modify App functionality at any time for operational, technical, or business reasons.

## Marketing Communications

If you choose to receive marketing communications, you will be asked to provide a valid email address and to opt in to marketing messages during registration.

By opting in, you consent to receive marketing materials, including information about products, events, and offers that may be of interest to you.

If you unsubscribe or do not opt in, we may be unable to notify you about certain events or promotional opportunities.

Your marketing preferences can be changed at any time.

We will not share your personal information with third parties except:

- Where required by law
- Where necessary to operate the Programme
- Where you have given explicit permission

## Points, Rewards, and Vouchers

### Earning Points

Members earn points at the rate of:

- **1 point for every £1 spent** in a single transaction after discounts are applied.

Points are normally worth **1p per point** when redeemed in store.

Points are credited to the account associated with the Community Card used during the transaction.

Points may not appear immediately and may take several days to update.

We reserve the right to correct points balances if errors occur.

### Points Restrictions

Points cannot be earned on certain items, including but not limited to:

- Gift cards
- Paper gift vouchers
- Carrier bags or similar excluded items
- Services or concession products

Additional exclusions may apply and will be clearly communicated where relevant.

Points have no cash value outside the Programme and cannot be exchanged for money.

## **Redeeming Points**

- A maximum of **5000 points** may be redeemed in a single transaction.
- There is no maximum limit on total points accumulation unless otherwise stated.

## **Offers, Bonus Points, and Promotional Vouchers**

Promotional offers are:

- Subject to availability
- Valid only for the period stated on the voucher or promotion
- Non-transferable and cannot be exchanged for cash

Some promotions may exclude selected products, including gift cards, services, or concession items.

During promotional periods, bonus points or enhanced reward values may be offered at our discretion.

Selected members may receive exclusive promotions or invitations.

## **Community Price**

Products marked as Community Price are available only to Community Card members.

The discount will be applied when a valid Community Card is scanned at the checkout at the time of purchase.

## **Returns and Adjustments**

When returning items purchased using the Community Card, the card must be presented to allow adjustment of the points balance.

Failure to present the card may result in points being deducted or corrected in accordance with Programme rules.

## **Security and Misuse**

The Programme is intended to support genuine customer participation.

Shoplifting, fraud, or other dishonest behaviour may result in:

- Suspension of your Community Card
- Removal of points or rewards
- Permanent termination of participation in the loyalty scheme
- May result in a ban from the store

## **Intellectual Property**

All branding, design, text, graphics, and Programme materials are owned by Infinity Foods Cooperative Ltd or its licensors.

You may not reproduce, distribute, or use Programme content without written permission.

## **Limitation of Liability**

To the fullest extent permitted by law:

- Information provided through the Programme is for guidance only.
- Your use of the Programme is at your own risk.
- Infinity Foods shall not be liable for indirect, consequential, or incidental losses arising from use of the Programme.

Nothing in these terms excludes liability for death or personal injury caused by negligence, or any other liability that cannot be excluded by law.

## **Changes to These Terms**

We may update these terms from time to time as the Programme evolves.

Where practical, we will notify members of significant changes through the App or other reasonable communication channels.

If you do not agree with updated terms, you should stop using the Programme.

## **Termination and Suspension**

We reserve the right to:

- Suspend or cancel membership
- Withdraw the Community Card Programme in whole or in part
- Terminate access to the App

This may occur if we reasonably believe these terms have been breached or if operational, legal, or business circumstances require it.

## Entire Agreement

These terms, together with our [Privacy Policy](#) and any additional promotional terms, constitute the entire agreement between you and Infinity Foods relating to the Programme.

## Governing Law

These terms are governed by the laws of England and Wales.

Any disputes arising in connection with these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## Contact Us

If you have any questions or need to update your details, you can contact us:

 01273 605365

 [loyaltysupport@infinity.coop](mailto:loyaltysupport@infinity.coop)

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