LOUNGERS LTD

COSY CLUB LOUNGE Brightside

Lounge Passport Scheme

1 The Scheme

1.1 The Lounge passport scheme will allow Passport holders to purchase a Passport which can be used to collect stickers from Sites and earn Rewards (the "**Scheme**").

1.2 The Scheme is promoted, operated, and administered by Loungers UK Limited with company no: 04595806 and registered office address 26 Baldwin Street, Bristol, BS1 1SE ("**Loungers/we/us**").

1.3 The Scheme applies across all Lounge Café Bars and Brightside Roadside Dining locations in England and Wales (the "**Sites**"). The Scheme does not cover any Cosy Club restaurants and redemptions may only be made within Lounge Café Bars.

2 How to join the Scheme

2.1 To participate in the Scheme, Passport holders must purchase a lounge passport (a "**Passport**") from a Site.

2.2 The price of a Passport will be communicated at the point of sale.

2.3 All proceeds from the purchase of Passports will be donated to charity at the end of each financial year.

2.4 Each Passport holder may only purchase one Passport and all Passport purchases are subject to availability.

2.5 By purchasing a Passport, the Passport holder is enrolled in the Scheme, and the Passport holder confirms that they have read and understood these terms and conditions and agree to be bound by them.

3 Duration of Scheme

3.1 The Scheme will commence on 21st August 2025.

3.2 Loungers reserves the right to amend or withdraw the Scheme at any time by providing reasonable notice to Passport holders.

3.3 Passport holders can stop participating in the Scheme at any time.

4 Eligibility

4.1 To participate in the Scheme, you must be a resident of the UK and be aged 18 or over at the time of entry.

4.2 Loungers may ask for proof of age, residence or eligibility. Delay or failure to provide the evidence to our reasonable satisfaction may result in any participation being void or a Reward being forfeited.

5 Collecting Stickers

5.1 To be eligible to collect a sticker, a Passport holder must visit a Site and purchase any item from the Site's menu to receive a sticker for their passport.

5.2 A Passport holder is only eligible for one sticker per Site.

6 Redeeming the Reward

6.1 The potential Rewards are set out in Schedule 1.

6.2 To redeem a Reward, the relevant Milestone must be achieved by the Passport holder, as further set out at Schedule 1.

6.3 Passport holders must collect stickers from different Sites in order for them to count towards the Milestone. Any duplicate Sites will not be counted.

6.4 The Rewards are supplied by Loungers and relevant third parties.

6.5 All Rewards must be requested at a Site, and will either be:

6.5.1 fulfilled immediately where the Reward is available at the Site; or

6.5.2 fulfilled by post within the advised timeframe; or

6.5.3 fulfilled by providing the Passport holder with instructions on how to book or obtain their Reward.

6.6 The Passport holder is responsible for any costs or expenses involved in claiming or using the Reward other than those that are expressly stated as being included as part of the Reward.

6.7 Reward specific terms and conditions apply and are set out at Schedule 1. The Reward may be subject to additional terms and conditions imposed by the supplier of the Reward or other organisations connected to the Reward.

6.8 If necessary due to circumstances beyond our control, Loungers may (at its option) substitute the Reward for a reasonable equivalent of equal or higher value.

6.9 The Reward is redeemable by the Passport holder only and cannot be given or transferred to any other person.

6.10 Each Reward is only redeemable once per Passport holder and must be redeemed in full during a single visit.

6.11 We are not liable for any damage or loss to a Reward caused by any third party. Except where the Reward consists of food and/or drinks, if a Reward is damaged or fails to be delivered, Loungers have no obligation to provide a replacement prize.

7 Publicity and use of personal information

7.1 Please note that your personal information may be used in connection with your participation in the Scheme. Please see our Privacy Policy https://thelounges.co.uk/privacy-policy/ for more details regarding how we will use your personal information.

7.2 Any Passport holders who receive Rewards may be asked to participate in publicity. However, the Passport holder's details will not be published without the prior written consent of the Passport holder.

8 Our liability

While nothing in these terms will limit our liability for death or personal injury caused by our negligence or for fraud, we will not be legally responsible to Passport holders for any losses that were not foreseeable to us or to you at the time of entry to the Scheme or which are caused by a third party.

9 Complaints and disputes

9.1 If you want to contact us about this Scheme or have a complaint, you can reach us by:

9.1.1 phone: 0117 930 9971

9.1.2 email: passports@loungers.co

9.2 These terms are governed by English law and any dispute or claim arising out of or in connection with these terms and/or the Scheme (including non-contractual disputes or claims), will be heard in the court of England and Wales.

10 Accessibility

If you have any difficulty accessing or entering this promotion, please contact us at passports@loungers.co. If you would like these terms and conditions in another format (for example: audio, large print, braille), please contact us and we will endeavour to provide it.

11 Changes to the terms

12 We may make minor changes to these Terms and Conditions from time to time (if, for example, there is a change in the law that means we need to change these terms). Please check these Terms and Conditions regularly to ensure that you understand the up-to-date terms that apply in relation to the Scheme.

Schedule 1 – Rewards

Milestone *(number of stickers collected)*	**Reward**	**Specific Terms and Conditions** *In addition to the below, the Reward may be subject to additional terms and conditions imposed by the supplier of the Reward or other organisations connected to the Reward.*
3– Kick Starter	One free standard-size hot drink (tea, coffee, or hot chocolate).	Extras (e.g. syrups, alternative milks) will not incur an additional charge.
5– Getting Comfy	One cocktail or mocktail from the main drinks menu.	Alcoholic options available to guests aged 18+ only, with valid ID. Management reserves the right to refuse service in accordance with licensing laws.
7-Lucky Lounger	One slice of cake or bakery item from the counter selection, subject to availability. AND One standard hot drink (coffee, tea, or hot chocolate) OR one standard iced drink (iced coffee or homemade drink)	Add-ons or premium items may incur an additional charge.
10 – On a Roll	One breakfast or brunch item AND	No substitutions for alcoholic drinks.

	One soft drink (any non-alcoholic drink from our menu).	
15 – Sweet 15	One standard size tapas board (3 small plates). AND One drink from our menu. Alcoholic options are available.	Cannot be substituted for other menu items or shared rewards. Tapas dishes may be subject to availability. Drinks are excluding pitchers, bottles of wine and carafes
20 – Seeing Double	Any two desserts from the desserts menu. AND Four drinks (cocktails, mocktails, draught or soft drinks).	Must be redeemed in a single visit and shared between the Passport holder and their guest. Alcoholic drinks served only to guests aged 18+ with valid ID. Management reserves the right to limit alcohol service if necessary. No substitutions for mains or starters.
25 – The Explorer	One bottle of prosecco (or a soft drink alternative). AND Two main course meals.	Bottle must be consumed on site and only served to guests aged 18+ with valid ID. Bottle may be exchanged for a maximum of four non-alcoholic cocktails. Reward must be redeemed in a single visit. Non-transferable and subject to menu availability.
35 – The Voyager	One limited edition Lounge tote bag.	Gift voucher will be issued in physical or digital form and is valid for 12 months from the date of issue and subject to gift card terms and conditions.

	AND One £50 Lounge gift voucher.	Vouchers are non-transferable, non-refundable, and not redeemable for cash. Loungers is not responsible for lost or stolen vouchers. Tote bag will be posted to the address provided by the Passport holder.
50 – The Pioneer	A selection of gifts from Clifton Coffee AND Entry onto digital wall of fame.	Clifton Coffee goods to be posted to the address provided by the Passport holder. Please allow 7–10 working days for delivery. Digital wall of fame entry requires Passport holder consent.
75 – Diamond Geezer	One Lounge goody bag, including Lounge pin badge AND £100 Lounge voucher	Goody bag contents may vary and are subject to availability. Please allow 7–10 working days for delivery.
100 – Centurian Club	Albero Rooms stay. Includes a 1-night stay, 2 free main meals, and a bottle of prosecco (soft drink alternatives available). AND Art print provided at check-in.	Albero Rooms stay must be pre-booked and is subject to availability.

150 – Lounge Legend	One signature 'Lounge-style' lampshade AND VIP status – one standard hot drink on every visit for life. AND Early menu access.	Lampshade to be posted to the address provided or collected at a designated Lounge. Please allow 7–20 working days for delivery. When completing your passport, return it to us via post, and we will check it and then return it to you, along with your 150 rewards. Access to hot drinks is subject to presentation of the Lounge Passport or linked account on each visit. Only one free hot drink per day. Early menu access will be provided digitally to the email address provided by the Passport Holder. Passport holders are responsible for all associated postage costs. Loungers accepts no liability for items lost in transit and strongly recommends using a tracked postal service.