

## **Bicester Village Breakfast Experience Terms & Conditions**

### **1. The Offer**

a. The Offer is provided by Value Retail Management (Bicester Village) Limited (“**Value Retail**”, “**we**”, “**our**” or “**us**”). We are a company registered in England under company number 02884096. Our registered office is Management Suite, Bicester Village, 50 Pingle Drive, OX26 6WD.

b. In these terms “you” means the person placing an order for the Offer and, if accepted by us, entering into an Agreement with us which includes these terms.

c. By making a booking online, you are placing an order which is not complete until accepted and confirmed by us via email. If we discover an error, and/or are not able to fulfil your booking at the requested time/date, we will either cancel your booking or offer you the closest available alternative time/date.

d. These terms apply to, and set out the basis on which, we will provide, the Bicester Village Breakfast Experience (the “**Offer**”). By booking the Offer, you confirm that you accept these terms.

e. The Offer is available to book at Bicester Village (the “**Village**”) and consists of the following: (A) Hands-free Shopping (see also: paragraph 3); and (B) Breakfast (see also: paragraph 4).

f. The Offer may be booked up until 09:00 the day before visiting the Village and is available to adults over the age of 18 only.

g. Children under 18 are welcome to accompany adults who have booked the Offer provided that the total number of children is notified to us at time of booking to be included as part of the table reservation. Please check with the Restaurant directly for details of any children’s menu which may be in operation, and which will be charged separately by the Restaurant.

h. You will need to bring a printed or digital copy of your booking confirmation to the designated concierge services in order to redeem the Offer. If you do not have a copy of your booking confirmation, we may request proof of identity in order to confirm your booking.

i. Upon arrival the Restaurant, you will need to present your booking confirmation in order to redeem this element of the Offer.

j. You can contact us any time if you have any queries by emailing

[TheApartment@BicesterVillage.com](mailto:TheApartment@BicesterVillage.com).

### **2. Cancellation and refund policy**

a. The Offer, and all elements comprising the Offer, must be redeemed on the date selected at the time of purchase.

b. Please arrive the Restaurant at your selected time of reservation – the Restaurant reserves the right to offer your table to other guests if you do not arrive within 15 minutes of your reservation time, and cannot guarantee availability at an alternative time.

c. You may cancel your booking and receive a refund at any time up to 12:00 on the day before your booking. We may be able to exchange your booking for an alternative time upon request, subject to

availability. To cancel or to request an alteration to your booking, please email [TheApartment@BicesterVillage.com](mailto:TheApartment@BicesterVillage.com).

### **3. Hands-Free Shopping**

- a. "Hands-free Shopping" means our shopping service which enables customers to shop at their favourite boutiques and collect their purchases from a central location at the end of their visit to the participating Village.
- b. To take advantage of Hands-free Shopping as part of this Offer, please speak to a host upon arrival.
- c. To receive the service, you will be required to register. As part of the registration process, you will be required to enter your name and contact details on an online form via an iPad. You will also be required to confirm you agree with the additional terms which apply to Hands-Free Shopping, available here: [Hands-Free Shopping Terms](#).
- d. To collect your purchases at the end of your visit, please visit your agree collection location.
- e. The Offer includes one registration for Hands-Free Shopping only which may be redeemed by you or such other member of your group as you may nominate. Additional registrations are available to purchase, subject to availability.

### **4. Breakfast**

- a. The Offer includes breakfast Cecconi's at Bicester Village: The Offer includes; one breakfast item, a hot drink and a fresh juice only which may be redeemed by you or such other member of your group as you may nominate.
- b. Reservations for breakfast at the Restaurants are subject to availability.
- c. Occasionally, we may be unable to offer you a reservation at the exact time requested – if this happens, we will make a reservation for you as close as possible to the requested time and notify you accordingly.
- d. Additional items ordered must be settled directly with the Restaurant.
- e. Please note that breakfast options are indicative of the type of cuisine on offer at each Restaurant, and may change as a result of seasonal availability. We cannot guarantee that options viewed at time of booking will be available at time of Offer redemption.
- h. A service charge at 12.5% based on the total bill will automatically be added by the Restaurant (with the value of the set breakfast being £20 for the purpose of calculating the service charge) Please note this is an optional, discretionary charge and does not need to be paid.
- i. Please discuss any allergies or other special dietary requirements directly with the Restaurant.
- j. Please note that the breakfast element of the Offer and the reservation once made is fulfilled by the Restaurants on our behalf, and the provision of such products and services is directly between you and the applicable Restaurant. As such, you agree that any queries, complaints, claims,

liabilities, and/or costs (“**Claims**”) suffered as a result of the products and services received in the Restaurants will be raised directly with them, and you agree to release us from any such Claims.

## **5. Events outside of our control**

a. If we are obliged to cancel your booking due to events beyond our reasonable control, we will contact you as soon as possible, and offer you an alternative date/time. This may become necessary if the Village is required to close or we are required to limit the number of guests in the Village as a result of Government or local authority requirements.

b. In the event we have to cancel your booking, you will be entitled to a full refund.

## **6. Data Protection and Privacy**

a. In order for you to book, and for us to provide the Offer, we require your acceptance of these Terms. In addition, we may also ask for your consent to allow us and our group companies to contact you about products and services that we think may be of interest for you. For details about how we collect and process your personal data, please refer to our privacy notice available here: [Bicester Village Privacy Notice](#).

b. In order to make a dinner reservation on your behalf with your chosen Restaurant, you acknowledge and agree that your name and mobile number will be shared with the Restaurant. Please contact the Restaurant directly for details of their privacy policy.

## **7. Other Important Terms**

a. The Offer is personal to you, and may not be resold nor transferred.

b. The Offer may not be used in conjunction with any other special offer, coupon, voucher or other offer available at Bicester Village.

c. The elements comprising the Offer have no cash value and cannot be exchanged for cash.

d. No failure or delay in exercising any right or remedy provided by law or under this Agreement shall impair that right or remedy, or operate as a waiver or variation of it, or preclude its exercise at any subsequent time. No single or partial exercise of any right or remedy shall preclude any further exercise of that right or remedy or the exercise of any other right or remedy. The parties’ rights under this Agreement are cumulative and may be exercised as often as any party considers appropriate.

e. Each of the provisions of this Agreement is severable. If any provision of this Agreement (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, we agree to amend such provision such that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the original intention of the Agreement. Any modification to or deletion of a provision or part-provision of this Agreement shall not affect the validity and enforceability of the rest of this Agreement.

f. We may at any time transfer any of our rights or obligations under this Agreement. You agree not to transfer any of your rights or obligations under this agreement without our consent.

g. We will not be responsible to you or members of your group for any financial loss arising out of any failure or inability of you or members of your group to take advantage of the Offer on the date and at the time you have booked.

h. You acknowledge and agree that the boutiques, restaurants and cafes are independent retailers to us and our related companies. As such, we: (i) are not responsible for the prices at which any independent retailer at Bicester Village advertises or sells goods from time to time; (ii) make no warranties regarding the goods or services (including without limitation the quality thereof) which you may obtain from the independent retailers at Bicester Village; (iii) cannot guarantee availability of access to and/or products available at any of the independent retailers located at the Village.

i. Nothing in these terms and conditions shall exclude or limit our liability for death or personal injury from our negligence or that of its employees or officers.

j. This Agreement and any dispute or claim relating to it shall be governed by and construed in accordance with English law, and any legal proceedings will be brought in English courts.