

M&S HOME INSURANCE

Home or away offer terms and conditions

Customers who take out a new M&S Home Insurance combined buildings and contents policy on or after 25 April 2019 and before 24 July 2019 via the M&S Bank website or telephone can choose from the following gifts:

- a. An overnight UK hotel stay (including breakfast) for two people*
- b. A Netatmo smart smoke alarm

60 days after your first payment date, you will be sent a choice communication which will contain a unique code that you will need to use to claim your choice of gift. The communication will be sent to your registered email or postal address.

You need to choose your gift within 60 days of receiving your choice communication, at which point your unique code will automatically expire. The expiry date will be confirmed within your choice communication.

A unique code will not be issued if you or the insurer have closed or cancelled your policy within 60 days of your first payment date. There is no cash or gift card alternative.

Only one gift is available per household. Offer is not available to customers in the Isle of Man or Channel Islands.

A choice of overnight UK hotel stay (including breakfast) for two people or a Netatmo smart smoke alarm is available to new customers only, purchasing their policy via the M&S Bank website or telephone. It is not available to customers buying from a price comparison, affiliate or cashback website and cannot be used in conjunction with any other promotion offered in connection with M&S Home Insurance. It is not available to customers amending or renewing their existing M&S Home Insurance policy.

M&S Bank reserves the right to withdraw or replace the offer with a suitable alternative at any time and without notice.

M&S Bank is a trading name of Marks & Spencer Financial Services plc. The promoter of this offer is Marks & Spencer Financial Services plc, Kings Meadow, Chester, CH99 9FB. The M&S Home Insurance offer is being administered and managed on behalf of M&S Bank by The Marketing Lounge Partnership, The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire, WA4 4PG.

*HOTEL STAY TERMS AND CONDITIONS

1. If you choose the overnight UK hotel stay (including breakfast) for two people, an information pack will be sent by Royal Mail to your registered address within 30 days of you making your choice.
2. The overnight UK hotel stay for two people (the "Offer") entitles you to a one night stay at a participating venue (the "Venue") on a bed and breakfast basis, subject to availability.
3. The Offer will be fulfilled by The Marketing Lounge Partnership (MLP) on our behalf.
4. The Offer is based on two adults sharing a standard twin or double room. Room upgrades (e.g. to a family room) to include additional guests are chargeable and are to be paid for at the time of booking. Children are subject to the individual hotel's normal children rates and reservations. MLP's concierge service will be able to advise if a family room is available and any associated cost/supplements as this will vary by Venue
5. Information about participating venues shown on the web page referenced at clause 2 is, to the best of our knowledge, correct at time of publication, but may be subject to change.
6. To redeem the Offer, you must provide MLP with three hotel choices and three date choices. Instructions on how to do this, including a unique booking code you will need to quote, are detailed in the information pack referenced at clause 1.
7. MLP's booking team will check the availability of your selections in choice order. For example, your first chosen hotel will be classed as your preferred hotel. In the event of all three choices being unavailable, the booking team will suggest alternatives.
8. Reservations can only be made by the eligible named customer qualifying for the Offer via MLP's concierge booking team on 01565 831 816. Any booking or enquiries made directly with the Venue will not qualify for the Offer.
9. All stays must be booked with MLP and taken by the expiry date detailed in the information sent to you. Bookings can only be made up to 28 days in advance of your stay. Same day bookings are not available as part of the Offer.
10. Your booking will depend on the Venue's availability in connection with the Offer. The Offer does not apply to reservations during public or bank holiday periods in the UK and Ireland. Availability may be limited during other key periods such as Christmas, New Year, Easter and school holidays.
11. Bookings made in connection with the Offer are on a non-transferable basis; rooms are pre-paid and reserved prior to arrival in accordance with the original booking. Any extra nights' accommodation or room upgrades (e.g. to a Suite/Sea View) or to include additional guests are chargeable and are to be paid at the time of booking, and any subsequent change may be treated as a cancellation. Confirmation of the cost will be confirmed at the time of booking.
12. Any payment for meals and beverages supplemental to the bed and breakfast basis offered will need to be settled with the Venue at the time of purchase or when checking out of the Venue.
13. Your unique booking code can only be used once, for the booking to which it relates, and cannot be used to book any further stay.

14. If a booking is cancelled, your unique booking code will become void and no cash equivalent will be offered. MLP will attempt to re-arrange any booking, but this is not guaranteed. Any payments made for room upgrades or meals for the length of your stay may not be refunded.
15. Each hotel listed on the web page referenced at clause 2 has confirmed willingness to participate in this promotion. MLP or any associated partner cannot be held responsible for any hotel subsequently declining acceptance of a booking made in connection with the Offer.
16. Any booking made in connection with the Offer is subject to the Venue's own terms and conditions.
17. The Offer does not include any additional costs such as the cost of travel to and from the Venue, the cost of any travel or holiday insurance associated with the use of the Offer or spending money, and any such expenses are entirely your responsibility.
18. MLP and any associated partner shall not be liable for any failure or breach on the part of the Venue and accept no responsibility for any loss you may incur as a result, including any damage to property or personal injury whilst on the Venue's premises and caused by any act or omission by the Venue or any other third party.
19. The Offer cannot be used in conjunction with any other promotion offered by M&S Home Insurance, the Venue or The Marketing Lounge Partnership.