

# M&S Travel Money - Click & Collect Service



## Sale Terms and Conditions

Sale rate applies to Euro, US Dollars and Turkish Lira. Click and Collect orders placed online via our Click and Collect website between the 14 to 30 October 2024. Exchange rates will still fluctuate daily during the sale period, but you'll receive the sale rate applicable on the date the order is placed. Rates shown when placing an order are sale rates and have been calculated by reducing our margin on our normal daily Click and Collect sell rates for foreign currency. The offer is subject to availability. 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.

### 1. Buying Travel Money

You can buy travel money, only for you, between £150 - £2,500, by ordering it online and collecting it at an M&S Store.

To buy M&S Travel Money, you must:

- be 18+
- live in the UK.

### 2. Collection

If we accept your order, we'll contact you when it's ready for collection. If it's not collected within 7 days of the collection date, your order will be cancelled. You'll receive what you've paid minus a £10 cancellation fee.

Only the person who placed the order can collect it. To collect your order, you'll need to show your order number, the physical payment card used to make the order and a form of physical ID. Your ID must match the name on the payment card.

### 3. Exchange rates and Charges

Your rate will be shown on the ordering screen at the time of placing your order. This service is free if you use an M&S Credit Card.

For other providers a fee will usually apply. Check this with them before placing an order.

### 4. Cancellation

You can cancel your order any time before your collection date. You'll be refunded what you've paid minus a £10 cancellation fee.

To contact us see [bank.marksandspencer.com/contact-us/](https://bank.marksandspencer.com/contact-us/)

## 5. Other Information

The laws of England and Wales apply.

We may need you to give us information and documentation relating to your tax liability (both within the UK and overseas, where appropriate). We may share this with tax authorities to establish your tax liability in other countries.

Any complaint can be made to 0345 900 0900, by chat in our App or by post at M&S Bank, PO Box 10565, 51 Saffron Road, Wigston, LE18 9F5. If we can't resolve it, you can go to the Financial Ombudsman Service at Financial Ombudsman Service, Exchange Tower, London E14 9SR or [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or by calling 0800 023 4567.