

Bank of Ireland Premier Rewards - Terms & Conditions

Bank of Ireland Premier Rewards is an online rewards programme offered by Bank of Ireland for its Premier Banking customers. The Promotion is managed by BrandFire.

Definitions

These definitions shall apply (where applicable) to the Bank of Ireland Premier Rewards Service:

“Account” means your Bank of Ireland Personal Current or Savings Account

"Account Terms and Conditions" means the terms and conditions of your Account with us;

"Allocation Period" means the rolling 12 month period during which you can attend a maximum of 2 Events;

“BrandFire” means BrandFire Limited Suite, 2-3, 85-86 Amiens Street, Dublin 1, the third party company, who are managing Premier Rewards on behalf of Bank of Ireland

“Brand Partners” means any Third party supplier who has an offer available on Premier Rewards

"Eligible Bank of Ireland Premier Customer" means any current Bank of Ireland Premier Banking Customer,

"Events" means events offered to you by Brand partners through Premier Rewards from time to time;

"Offers" means services and promotions offered to you by Brand Partners through Premier Rewards from time to time including invitations to Events;

“Premier Lounge Events” means events where hospitality and/or event access is provided by Bank of Ireland and/or Brand Partners **"Us", "We", "Our", "BOI" or "Bank of Ireland"** means the Bank of Ireland Group.

These terms and conditions relate to Premier Rewards and supplement your Account Terms and Conditions. In the event of any inconsistency between these terms and conditions and your Account Terms and Conditions in relation to the use of Premier Rewards, these terms and conditions will apply.

1. Availability

- 1.1** Premier Rewards are only available to Eligible Bank of Ireland Premier Customers.
- 1.2** We may exclude, suspend or discontinue your participation in Premier Rewards if:
- You breach these Terms and Conditions
 - You are no longer an Eligible Bank of Ireland Premier Customer
 - We are required to for legal, regulatory, technical or operational reasons
 - We reasonably believe someone else is or may be trying to access your Premier Rewards profile
- 1.3** We may cancel or terminate Premier Rewards at any time. If we do, we will inform you in a way we deem appropriate.

2. Registration

- 2.1** Eligible Bank of Ireland Premier Customers will receive a unique passcode to complete registration online
- 2.2** When registering, you must choose your password and keep it secret. If you think someone else has access to or is using your password, you must take immediate steps to change your password. You must notify us of any unauthorised use of your password as soon as possible.
- 2.3** You must ensure that the information you register with us is accurate and up to date. We will not be liable to you if any information that you supply to us is incorrect.
- 2.4** Once your registration is verified, you can enjoy the Offers. Verification may take up to seven (7) business days for new Premier Banking customers.
- 2.5** By registering for Premier Rewards, you authorise us to share your information with BrandFire.
- 2.6** Registration for and participation in Premier Rewards constitutes acceptance of these Terms and Conditions.

3. Offers and Events

- 3.1** Offers and Events are subject to availability and to the terms and conditions of the Brand Partners
- 3.2** We can change the Offers at any time. Where we can, we will give you notice before we do so.
- 3.3** We will tell you when Offers will be available but do not guarantee they will always be available at the stated times.
- 3.4** Due to capacity limits for Events, you can only attend a maximum of two Events in any one Allocation Period. If you attend more than two Events in any one Allocation Period, we reserve the right to withdraw Events and Offers from you in the future.
- 3.5** Access to Premier Lounge Events is subject to capacity restrictions on a first come first served basis. Once capacity has been reached, the Premier Lounge Event may no longer be available.
- 3.6** No substitutes or cash alternatives will be made available and the Offers are non-transferable.
- 3.7** If after selecting an Offer you do not receive your Reward code/voucher automatically, please contact the support team at www.premierrewards.ie/help
- 3.8** Bank of Ireland is not responsible if Reward codes/vouchers are not received by you for any reason such as email defaulting to a spam/junk folder or a full inbox. It is your responsibility to ensure the email address you supply when registering for Premier Rewards is correct and operational.
- 3.9** The Offers and Events are available exclusively to you as an Eligible Bank of Ireland Premier Customer. You may not share or provide access to Premier Rewards to anyone else. For example, you may not ask your friend to attend an Event in your place.
- 3.10** If you are unable to attend an Event after accepting it, you must tell us at least 48 hours before the Event. You agree that we may stop inviting you to future Events if you do not do so.
- 3.11** Bank of Ireland is not responsible or liable for the enjoyment of any Offers. However, we are interested in your feedback and if you are unhappy with any Rewards offered

by our Brand Partners, please contact the support team at www.premierrewards.ie/help

4. Brand Partners

Brand Partners may change from time to time and Bank of Ireland makes no guarantee as to the availability of or duration for redeeming Offers. To redeem any Offers, you must accept the terms and conditions of the Brand Partner.

5. Termination

Bank of Ireland is entitled to cancel or terminate the Premier Rewards at any time. If we do, we will inform you in a way we deem appropriate.

6. Changing these Terms and Conditions

We reserve the right to introduce new Terms and Conditions or to vary these Terms and Conditions. If we do so we will inform you of the changes in a way we deem appropriate. Your continued use of Premier Rewards will be deemed acceptance of any additions or amendments we make to these Terms and Conditions

7. Push notifications and the use of location data

In order for us to advise you of Offers that are near to your device location, we will use the location data on your device to send push notifications. You can turn off location data functionality by turning off the location services settings on your mobile device for Android or via the device privacy settings for iOS. When location-based services are used by us, we do not collect and retain the precise location of your device.

8. Governing Law

These terms and conditions shall be governed by and construed in accordance with the law of the Republic of Ireland. The parties irrevocably submit to the exclusive jurisdiction of the courts of Republic of Ireland.

9. Language

All communications with you will be in English.

10. Liability

We shall not be liable to you or any third party for any loss, claims, expense or liability arising from use of or participation in Premier Rewards, or be deemed to be in default for any delays or failures in performance of these terms and conditions resulting from acts or causes beyond our reasonable control.

11. By agreeing to become a member of Premier Rewards, you consent to us handling your personal details in this way as a data controller

12. Queries or Complaints

Any questions or complaints about the programme should be directed to the support team at www.premierrewards.ie/help