

Viva Brazil Loyalty Club Terms and Conditions

1. The Viva Brazil Loyalty Card is not a store card or a credit card, it is our way of showing our appreciation for your loyalty by rewarding you every time you visit one of our restaurants.
2. All Viva Brazil Loyalty Cards belong to Viva Brazil Restaurants.
3. A holder of a Viva Brazil Loyalty Card is here and after referred to as a 'Member'.
4. The Viva Brazil Loyalty Club is operated by Viva Brazil Restaurants under which cardholders accumulate points when they visit any Viva Brazil restaurant using their Viva Brazil Loyalty Card.
5. Viva Brazil Loyalty Cards must be presented before or when you request your bill and must be present to redeem points.
6. A Viva Brazil Loyalty Card will receive 5 points for every £1 spent at Viva Brazil restaurants, to be redeemed at your leisure in any of Viva Brazil restaurants. For example, £200 will earn you 1000 points which equates to the value of £10. Points so earned are here and after referred to as "Viva Brazil Loyalty Points".
7. To keep track of your points balance please contact a member of the restaurant team or send an email with your card number at loyalty@vivabrazilrestaurants.com.
8. Your Viva Brazil Loyalty Card is personal to you and points may not be transferred to or from one card to another unless that card has been lost or stolen.
9. You will not receive additional points in respect of any bill paid with Viva Brazil Loyalty Points.
10. Only points credited to a Viva Brazil Loyalty Card may be redeemed and points may take 24 hours to be credited after a visit to a Viva Brazil restaurant.
11. Viva Brazil Loyalty card cannot be used in conjunction with any other offer or promotion. Manager's discretion applies to all promotions and discounts and may be withdrawn at any time without notice.
12. During one transaction points can either be collected or redeemed. Collection and redemption cannot happen at the same time. Points collected during one meal can be redeemed only at the next meal.
13. We are not able to retrospectively add points to your card from visits prior to the date of registration.
14. Viva Brazil restaurants reserve the right to refuse or revoke any guest's membership of the Viva Brazil Loyalty Club. In certain instances where the Member is suspected of abusing the Viva Brazil Loyalty Club that Member's Viva Brazil Loyalty Points balance will be forfeited and any unused points will be cancelled.
15. Members will be responsible for any loss or theft of a Viva Brazil Loyalty Card and should notify Viva Brazil Restaurants Ltd by email loyalty@vivabrazilrestaurants.com as soon as they become aware of a lost or stolen card.
16. Viva Brazil Restaurants shall not be liable for any unauthorised use of any Viva Brazil Loyalty Card.

17. Members shall notify Viva Brazil Restaurants of any change of address or other personal details. Viva Brazil Restaurants will not be responsible for any loss of a Viva Brazil Loyalty Card or Viva Brazil Loyalty Points resulting from any failure of a Member to notify Viva Brazil Restaurants of such change.
18. The promoter of The Viva Brazil Loyalty Club and owner of each Viva Brazil Loyalty Card is – Viva Brazil Restaurants Ltd, Suite 237, Great Northern House, 275 Deansgate, Manchester, M3 4EL.
19. All members of the Viva Brazil Loyalty Club must be resident in the UK & aged 18 years or over.
20. It is strictly prohibited for a member to join Viva Brazil Loyalty Club more than once to benefit for any privilege. Failure to adhere to these conditions could result in your membership being retracted.
21. It is against our terms and conditions for a member to redeem points from a card other than a card registered in their name. Failure to adhere to this condition could result in your card being terminated.
22. These terms & conditions do not affect the Member's statutory rights.
23. These terms & conditions are governed by & construed in accordance with the laws of England & any disputes will be decided only by the English courts. Viva Brazil reserves the right to withdraw, cancel or change these at any time, on reasonable notice, for legal, regulatory, business or policy reasons. Viva Brazil Loyalty Club members who continue to participate in the Club following such a change will be considered to have accepted the updated terms & conditions.

Data Protection

1. At IRC, we use your personal information to develop and enhance the services we provide to you. We take your privacy seriously and comply with the Data Protection Act 1998. We at IRC would like to retain any information provided to us about you, including details of purchases made and the use of any information to offer you products and services that are likely to be of interest to you. If you have given e-mail and mobile telephone details to us, we would like to contact you by e-mail or SMS (text messaging) to provide you with information which may be of interest to you. If you would like to take advantage of these opportunities please select the relevant box on the application form.
2. For the purposes of the Data Protection Act 1998, the data controller in relation to the information you supply is Viva Brazil Restaurants Ltd, Suite 237, Great Northern House, 275 Deansgate, Manchester, M3 4EL. You have the right to ask for a copy of your information (for which we may charge a small fee) and to correct any inaccuracies.
3. You may opt-out of any direct marketing at any time, even if you have previously indicated your consent at some other time, by contacting us at the above address or by unsubscribing from any of our communication.

The Viva Brazil Loyalty Club is about showing how much we value you as a customer and saying 'thank you' for choosing Viva Brazil. As a member, you will benefit from exclusive rewards

and special offers, as well as receiving priority up-dates about events and other exciting things happening at our restaurants.

Join the Club for free today and get rewarded every time you visit a Viva Brazil restaurant!

Each point has an equivalent monetary value so you can collect points and spend them on our food and drinks on your future visits.

Simply fill in your details below and we will post you your Viva Brazil Loyalty card the following business day.

Please allow 7 working days for your loyalty card to arrive in post. If you have not received it by then, please contact loyalty@vivabrazilrestaurants.com.

LOYALTY CARD BENEFITS:

5 points for every £1 spent.

Double points during your birthday month.

10% off food bill every time you dine (bookings for up to 6 people only).

Bespoke updates on our special offers and events.

Complimentary event coordinator service.

Complimentary Caipirinha cocktail per person if you book a party of ten or more. (not available throughout Christmas period 27th November – 24th December and on New Year's Eve).

Terms & Conditions:

Viva Brazil Loyalty card can be used at any of Viva Brazil restaurants.

For every £1 you spend at a Viva Brazil we will put 5 points onto your card, which equates to 5p.

So if you spend £200 with us then you will have £10 to spend on your card.

To collect or redeem points Viva Brazil Loyalty card must be presented before you request your bill.

Viva Brazil Loyalty card cannot be used in conjunction with any other offer or promotion.

Manager's discretion applies to all promotions and discounts and may be withdrawn at any time without notice.

The Viva Brazil Loyalty Club account is not transferable and can only be used by the member who is named and registered for the account.