

REWARD MY DOG – Loyalty Club Policy

The **Reward My Dog Loyalty Club** is our way of saying thank you to our regular clients. Members earn Treats for every booking, which can be redeemed as money off future services.

How Treats are Earned

Members earn Treats in the following ways:

- **1 Treat for every £1 spent** on services
- **30 Treats** for each successful referral (when your referred friend completes their first paid booking)
- **20 Treats Welcome Gift** when you join

Treats are awarded automatically and applied to your account.

How Treats are Redeemed

Treats can only be redeemed once you reach the following reward milestones:

- **150 Treats = £5 discount** (redeemable on any service)
- **300 Treats = £10 discount** (redeemable on any service)
- **500 Treats = £20 discount** (redeemable on *packages only*)

Rewards cannot be partially redeemed. Treats must be used once a milestone has been reached.

Once you reach **500 Treats**, you must redeem your reward before earning additional Treats. Your balance will reset after redemption.

Validity of Treats

- Treats are valid for **6 months** from the date they are earned.
 - If no booking is made within 6 months, unused Treats will expire automatically.
 - Treats cannot be reissued once expired.
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General Terms

- Treats have no cash value and cannot be exchanged for money.
 - Rewards may only be used by the original account holder.
 - Treats cannot be transferred between clients.
 - Loyalty rewards cannot be combined with other promotions unless otherwise stated.
 - Referrals must be new clients who have never booked with **WALK MY DOG** before.
 - **WALK MY DOG** reserves the right to amend or withdraw the loyalty scheme with reasonable notice.
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Fair Use

This loyalty program is designed to reward genuine clients. Any misuse of the system, including referral abuse or duplicate accounts, may result in removal from the scheme.