**Maloyalty+ Terms and Conditions**

**1. Introduction**

By using the Maloyalty+ service through the Maloyalty program and topping up your Malhotra rewards card, you agree to comply with and be bound by these Terms and Conditions. If you do not agree to these terms, please refrain from using the service.

**2. Eligibility and Venue-Based Top-Ups**

* The top-up service is available only to guests who are registered members of the Maloyalty program and have an active Malhotra Rewards loyalty card.
* **Venue-Based Service:** Top-ups are available exclusively at our on-site tills within the venue. Online or off-premises top-ups are not supported.
* The venue reserves the right to verify your identity and membership details before authorising any top-up transaction.

**3. Ownership and Credit Restrictions**

* The Malhotra Rewards loyalty card remains the sole property of the Malhotra Group. By using the card, you agree that all benefits and credit stored on the card are provided solely for your personal use in accordance with these Terms and Conditions.
* Any credit added to your loyalty card via top-ups is non-refundable and cannot be exchanged for cash under any circumstances.

**4. Top-Up Process and Transaction Limits**

* **In-Venue Transactions:** To top up your loyalty card, please visit the designated tills located within the venue. Present your Malhotra Rewards card and indicate the amount you wish to add.
* **Transaction Limits:** A maximum top-up limit of **£400 per month** applies. Any attempt to exceed this limit will be declined.
* **Restricted Dates:** Top-up transactions are not available from **November 1st through to February 1st**.
* **Accepted Payment Methods:** Payment methods at the tills include cash or other approved in-venue payment options, as indicated.
* **Confirmation:** Once the top-up is successfully processed, a printed receipt or electronic confirmation will be provided. Your loyalty card balance will be updated accordingly.

**5. Rewards, Redemption, and Usage Restrictions**

* Credit added to your Malhotra Rewards loyalty card using this service can be used in accordance with the broader Maloyalty rewards program rules, subject to the following restrictions:
	+ **Usage Exclusions:** Credit topped up cannot be used on **Christmas Day**, for any **bookable functions**, for any **hotel bookings**, or on **Set Meal menus**.
	+ **Non-Cashable Credit:** As specified in Section 3, any redeemable credit is for use only within the parameters of the Maloyalty rewards program and may not be exchanged for cash.
* Any rewards, bonus points, or additional benefits linked with top-up transactions will not be credited to your account subject to the rules of the overall program.
* Credit Topped up on the loyalty card is subject to the following expiration rules.
	+ Any credit topped up using this service will expire 31 days after initial credit top up date.

**6. Fees and Charges**

* Any service fees or processing charges applicable to the top-up transactions will be clearly communicated at the time of the transaction.
* All applicable taxes will be added to the transaction amount where required by law.
* In the event of a processing error, any applicable fee or charge may be reversed after appropriate verification.

**7. Modifications and Termination**

* The Malhotra Group reserves the right to modify or withdraw the top-up service or these Terms and Conditions at any time, with or without prior notice.
* Any changes will be communicated via your registered email or posted on the Malhotra Group website. Continued use of the service constitutes acceptance of the updated terms.
* We may suspend or terminate your access to the top-up service if fraudulent or suspicious activities are detected, or if you fail to comply with these terms.

**8. Liability and Disclaimers**

* **Service Accuracy:** While every effort is made to ensure the smooth operation of the top-up service, the Malhotra Group do not guarantee uninterrupted or an error-free service.
* **Force Majeure:** The Malhotra Group will not be liable for any failure to perform due to circumstances beyond our control (e.g., natural disasters, technological failures, or third-party disruptions).
* **Indemnification:** You agree to indemnify and hold harmless the Malhotra Group, its affiliates, and representatives from any claims or losses resulting from your use of the top-up service.
* **Limitations:** In no event shall Malhotra Group’s liability exceed the amount involved in any dispute, except as required by applicable law.
* **Lost Cards and Unauthorised Use:** The Malhotra Group accepts no responsibility for any loss, misuse, or unauthorised use of credit resulting from the loss or theft of a physical loyalty card. It is the cardholder’s responsibility to safeguard their card and any associated credit.

**9. Privacy and Data Protection**

* Your personal information and transaction details will be processed in accordance with our Privacy Policy, which forms an integral part of these Terms and Conditions.
* By using the top-up service, you consent to the collection, storage, and processing of your data for the purpose of maintaining and enhancing your experience with the Maloyalty program.

**10. Additional Terms and Conditions**

All other Terms & Conditions relating to your Malhotra Rewards loyalty card, as communicated by the Malhotra Group, remain in full force and effect. In the event of any conflict, these Top-Up Terms and Conditions shall apply solely to the top-up service.