



Headland Live, Love, Give Terms & Conditions

(To be read in conjunction with the hotel Terms & Conditions)

1. Anyone wishing to become a LLG Loyalty Card holder is required to complete the official application form available from the main Hotel Reception. Proof of ID and **permanent** residence at a PL or TR postcode address will be required.
2. Once an application is accepted, a LLG Loyalty Card will be provided for the card holder which will remain the property of The Headland. Upon termination of the Loyalty Card for whatever reason, the card will be returnable to the hotel on demand. Lost cards and those not returned when card holding ceases will be charged at £15 per card.
3. The LLG Loyalty Card runs on a yearly basis from 1st October, and possible cardholder fees will be reviewed annually. Loyalty Card holding is non-transferable.
4. If anyone other than you is found to be using your LLG Loyalty Card, the card will be retained by The Headland and will be terminated immediately, and re-entry will not be allowed to either person.
5. Being a LLG Loyalty Cardholder does not guarantee entry at peak periods when numbers are high or if there is a private event being held for exclusive use.
6. If we feel at any time in our opinion that the LLG Loyalty terms have been violated, we reserve the right to terminate the Loyalty Card and cancel any reservations made and no compensation will be paid.
7. Car parking is only available to LLG Loyalty Card members when enjoying the hotel's facilities. Our hotel car park is monitored by Automatic Number Plate Recognition (ANPR) cameras operated by the third-party provider, National Parking Control (NPC). The system is used for parking management, and all data collected is processed by NPC in accordance with their own privacy policy. The hotel does not control or manage parking enforcement, fines, or data handling. It is the responsibility of the driver of any vehicle entering our site to register their vehicle at reception to ensure they are not issued with a fine. We do not accept liability for any incorrect fine issued by NPC.
8. Benefits provided by LLG Loyalty Card are subject to availability, and we reserve the right to withdraw these benefits at any time without notice.
9. Loyalty benefits are excluded from Event bookings and cannot be combined with any offer.
10. The card must be presented at the time of purchase and benefits cannot be redeemed after a sale has been completed.



11. Loyalty Cards are valid for one year from the date of application submission. Loyalty Card holders will need to reapply and resubmit proof of permanent residence each year to receive a new card.
12. We reserve the right to refuse an application for a LLG Loyalty Card.
13. We reserve the right to refuse entry.