



Griffin Narrowboat Holidays
MAKE YOUR GETAWAY AT 4 MILES PER HOUR

GRIFFIN NARROWBOAT HOLIDAYS GIFT VOUCHER TERMS & CONDITIONS

These Terms and Conditions apply to your Voucher and its use by You. By using your Voucher You are deemed to accept these Terms and Conditions. You must read them carefully.

The Financial Services Compensation Scheme does not apply to the Voucher. For your protection, all funds held from time to time on Vouchers are held by Griffin Narrowboat Holidays in trust and safeguarded in accordance with the Electronic Money Regulations 2011.

1. Definitions

- 1.1 In these Terms and Conditions, unless the context otherwise requires the following words and expressions shall have the following meanings:-
- 1.1.1 'Voucher' means the Voucher issued by Griffin Narrowboat Holidays which is to be used in accordance with these Terms and Conditions;
 - 1.1.2 'Voucher holder/'You' means the person who paid for the Voucher;
 - 1.1.3 'Services' means services which are provided by Griffin Narrowboat Holidays.

2. The Voucher

- 2.1 The Voucher is issued to the Voucher holder but the Voucher itself will not be personalised. We will assume unless and until You tell Us to the contrary, that the person who uses the Voucher at any time is the rightful user of the Voucher.
- 2.2 The Voucher -
- 2.2.1 cannot be exchanged for cash
 - 2.2.2 can only be used as payment towards a holiday booking with Griffin Narrowboat Holidays
- 2.3 Funds held on the Voucher are in GB £s.
- 2.4 You will not earn any interest on any funds loaded onto the voucher nor receive any benefit related to the length of time you hold the Voucher.
- 2.5 The Voucher purchaser must be over the age of 18.

3. Use of your Voucher

- 3.1 You must:-
- 3.1.1 treat the Voucher as if it were cash;
 - 3.1.2 take all reasonable precautions to ensure that the Voucher is not lost, stolen, damaged or destroyed and any Serial number supplied in respect of the Voucher is not used without your permission;
 - 3.1.3. Let Us know as soon as possible if your Voucher is lost, stolen, damaged or destroyed
 - 3.1.4 keep an independent record of your Voucher serial number.
- 3.2 The Voucher can only be used towards a holiday booking with Griffin Narrowboat Holidays.
- 3.3 If We need to investigate a transaction from any Voucher then You must co-operate with Us, the police or any other authorised body if this is reasonably required.



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- 3.4 The maximum amount You can spend using the Voucher is the amount of the balance on the Voucher at the relevant time. If You attempt to spend more than such balance the transaction will be declined.
- 3.5 If the amount of a proposed Voucher purchase is greater than the available balance, You can pay the difference by any other payment method acceptable to our booking system.
- 3.6 The Voucher must not be sold by the purchaser, but, You may give the Voucher to another person to use towards a holiday with Griffin Narrowboat Holidays, but if You do, You are responsible for all use of the Voucher and You must ensure that such person understands and keeps to the obligations contained in these Terms and Conditions, particularly those relating to the security and use of the Voucher.
- 3.7 When you use the Voucher via our booking system you are consenting to the execution of a payment transaction on your behalf.
- 3.8 Please use the serial number of the gift voucher in the Discount code field, it will discount the full amount of the gift voucher.

4. Lost, Stolen, Damaged or Destroyed Cards

- 4.1 If your Voucher is lost, stolen, damaged or destroyed or a transaction is incorrectly executed You must notify us immediately by telephoning Griffin Narrowboat Holidays (07927 089002) and quoting the Voucher serial number.
- 4.2 Upon receipt of the Voucher serial number We will immediately cancel the Voucher.
- 4.3 You are liable for all losses in respect of an unauthorised payment transaction where you have acted fraudulently or you have with intent or gross negligence failed to notify us without delay on becoming aware of the loss, theft, misappropriation or unauthorised use of your Voucher. You must notify us immediately by telephoning Griffin Narrowboat Holidays (07927 089002).
- 4.4 All alleged unauthorised transactions will be investigated by Griffin Narrowboat Holidays and if we feel necessary, will be referred to the Police to investigate further.

5. Cancellation and expiry of your Voucher

- 5.1 You have the right without giving any reason to cancel your Voucher for a period of 14 days from the date on which You receive your Voucher.
- 5.2 You can exercise this right by contacting Griffin Narrowboat Holidays.
- 5.3 When We receive your cancellation request:-
 - 5.3.1 We will immediately cancel the Voucher so that it cannot be used; and
 - 5.3.2 within 14 days of such cancellation refund the balance on the Voucher less any discount given or transactions made using the Voucher prior to cancellation.
- 5.4 Your Card will expire at midnight on the date clearly printed on the Voucher following which it will no longer be valid and neither You nor any other person will be able to use the Voucher. The right to use electronic money stored on the Voucher ceases at expiry.

6. Redemption

- 6.1 Subject to conditions 6.3 and 6.4, You are entitled, at any time prior to the expiry of the Voucher, to redeem any unexpired and unused balance on the Voucher.
- 6.2 You can request a redemption by telephoning Griffin Narrowboat Holidays or using the online booking system.
- 6.3 Subject to such security checks as We may reasonably require, We will refund the balance (less any fees) to You by cheque or bank transfer within 5 business days of the day on which You gave the instructions



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6.4 Prior to any redemption in accordance with this condition 6 we may, in order to comply with money laundering requirements, require additional information in respect of Your identity.

7. Complaints

7.1 If You have a complaint concerning your Voucher or our service then please contact Us in writing via: Hello@GriffinNarrowboatHolidays.co.uk or at: Griffin Narrowboat Holidays, 16, Outram Street, Ripley, Derbyshire, DE5 3LF.

7.2 All complaints will be dealt with as quickly and as fairly as possible

8. Data Protection

We are committed to maintaining all data which we collect and process in accordance with the requirements of all applicable data protection legislation, including the General Data Protection Regulations (GDPRs) and the Data Protection Act 2018. We will take reasonable steps to ensure that all personal data concerning You or Your Voucher is kept secure against unauthorised access, loss, disclosure or destruction.

9. Griffin Narrowboat Holidays

You can contact Griffin Narrowboat Holidays as follows:-

9.1 for a general enquiry or to report a lost or stolen Voucher on 07927 089002 between the hours of 9am and 5pm Monday to Friday: or

9.2 In writing via email: Hello@GriffinNarrowboatHolidays.co.uk

9.3 In writing to: Griffin Narrowboat Holidays, 16, Outram Street, Ripley, DE5 3LF

10. Variation

We may vary the Agreement by giving you not less than 2 months' prior notice of any such variation. If such variation(s) is/are not to your satisfaction, you can redeem the remaining balance on the Voucher before any variation is applied in accordance with Clause 6 above. Otherwise, you will be deemed to accept the changes. Notification of any changes will be posted on our website and you agree that this is an appropriate method to vary this Agreement.

11. Governing Law

These Terms and Conditions shall be governed in accordance with English Law and the parties hereby submit to the exclusive jurisdiction of the English courts. All communications with you will be in English.