



## The SMALL PRINT

These Terms & Conditions apply to **KX Club** and govern the relationship between St Pancras Hotels Group Ltd, whose registered address is at 4-8 Belgrove Street, London, WC1H 8AB ("we" or "us") and you, the member of the **KX Club**).

Please read these Terms & Conditions carefully and print a copy of them for your records. Use of **KX Club Keyring** will constitute your acceptance of these Terms & Conditions.

As is further described below, we reserve the right to close **KX Club** scheme at any time. Members will be given reasonable notice of the closure. If there is anything you do not understand, please contact the Member Support Team on [KX-Club@sphg.co.uk](mailto:KX-Club@sphg.co.uk)

The **KX Club** reserves the right to outsource the administration of its Club from time to time. By registering for the **KX Club**, you authorise us to share your information with these third parties. Further details of how we process your information is described in the section 'Data Protection and Privacy' below. The **KX Club** enables you to collect points on qualifying purchases and to redeem those points at participating parts of St Pancras Hotels Group Ltd.

### OBTAINING YOUR **KX CLUB** KEYRING

You must be aged 18 or over and resident in the UK. Invite cards are available from the Membership Team. Your membership cards is issued by us and remains our property at all times.

### ACTIVATING YOUR **SPHG CLUB** CARD

Your card is activated through registering the card at [www.sphg.co.uk/the-members](http://www.sphg.co.uk/the-members). However, please note that if you do not have access to the internet, you will have less flexibility to maximise the use of your card.

When you activate your **KX Club** membership online, providing us with your address, your **KX Club Keyring** will be available for collection from **St Pancras Hotels, Derbyshire House, St Chads Street, London, WC1H 8AG**. Your login details are confidential information that will not be shared or sent to any third parties except as described in these Terms and Conditions and in the scheme's [Privacy Policy](#).

Please ensure you keep your details secure. If you believe someone else has access to, or is using, your details, you must inform us.

A **KX Club** keyring can only be registered in the name of one individual. It is your responsibility to keep your details up to date.

### USING YOUR **KX CLUB** KEYRING

You can use your **KX Club** keyring at any SPHG property. It is not a credit card, charge card or debit card. You cannot transfer your **KX Club** membership to any other person.

### CARD NOT PRESENT

You **MUST** present your **KX Club** keyring when visiting. You cannot not redeem any discounts without the **KX Club** keyring. This decision lies with the Executive Management team of the SPHG Ltd.



#### EXCEPTIONS

We may specify from time to time that certain purchases do not qualify for the **KX Club** discounts.

Membership is only available online via accessing [www.sphg.co.uk/kx-club](http://www.sphg.co.uk/kx-club)

#### EXPIRY AND CANCELLATION

Your **KX Club** keyring does not have an expiry date. If your keyring is issued as a part of a corporate benefit, this may be revoked by your employer. The SPHG has no involvement in these decisions. You have the right to cancel your **KX Club** membership at any time by contacting us by email as described in the section 'Customer Services' (described below). If you cancel your **KX Club** membership you will lose the right to access our loyalty discounts.

#### LOSS, THEFT OR DAMAGE

In the event that you lose your **KX Club** keyring you will need to contact our Membership Team to obtain a new keyring. An administrative cost of £20 will be applied. Failure to do so will mean you will not be able to access our loyalty discounts.

#### COMPLAINTS PROCEDURE

Complaints regarding any element of the **KX Club** service should be sent by email to [kx-club@sphg.co.uk](mailto:kx-club@sphg.co.uk). All complaints will be subject to the SPHG Complaints Procedure which will be provided to you on your request.

#### CUSTOMER SERVICES

If you need assistance or have any enquiry relating to your **KX Club** membership, please refer to the help section on [www.sphg.co.uk/kx-club](http://www.sphg.co.uk/kx-club).



## DATA PROTECTION AND PRIVACY

When you register with **KX Club**, you may be asked to provide certain personal information, including your email address, telephone number, name, address, date of birth and information about your household. Any information which is marked as mandatory must be provided in order for us to process your account.

We collect the details provided by you on registration together with information we learn about you from your use of **KX Club**. We may collect additional information in connection with your participation in any promotions or competitions offered by us and information you provide when giving us feedback or completing profile forms.

We will access the information recorded through the use of your **KX Club** card to help us improve our service to you and to make our communications more relevant.

We are committed to maintaining the security of your personal information in accordance with the requirements of the Data Protection Act and will take all reasonable steps to ensure that your personal data is kept secure against unauthorised access, loss, disclosure or destruction. You allow us to share any data with our administrators of the **KX Club** and its database.

The **KX Club** Privacy Policy (available at [www.sphg.co.uk/the-members](http://www.sphg.co.uk/the-members)) will apply whenever you provide us with personal information. This is incorporated by reference into these Terms & Conditions. Except as required by law, or in accordance with these Terms & Conditions and the St Pancras Hotels Group Privacy Policy, your personal information will not be passed to any other persons without your permission. By accepting the Terms & Conditions of the **KX Club** you are giving permission to be contacted about the scheme and its benefits by email, post or mobile phone. We will contact you from time to time in relation to the **KX Club**. We will do so in accordance with the contact methods provided when you registered your **KX Club** account. You may update your preferences from time to time. If you wish to change your contact permissions, once your account is activated, you can do so by contacting us as described in the section 'Customer Services' above or by following the unsubscribe link on emails received.

## LIABILITY OF ST PANCRAS HOTELS GROUP LTD

St Pancras Hotels Group Ltd shall not be held liable for any default resulting directly or indirectly from any cause beyond our reasonable control, including but not limited to, failure of network services and/or failure of data processing systems. St Pancras Hotels Group Ltd shall not be held liable for any loss or damage suffered or incurred by you as a consequence of your participation in the **KX Club** save where such loss or damage is caused by our fault or negligence. We shall not be liable for any indirect or consequential losses howsoever caused. The exclusions and limitations in these Terms and Conditions shall not apply to exclude or limit any liability that cannot be excluded or limited under applicable law.

## VARIATION

We reserve the right to amend or waive any provision of these Terms & Conditions from time to time and at any time, or to terminate the **KX Club** on reasonable notice. Any changes to these Terms and Conditions will be available at [www.sphg.co.uk/kx-club](http://www.sphg.co.uk/kx-club) and may also be notified to you by other means such as email or post. Accordingly, you should visit this page from time to time to check whether there have been any amendments to these Terms and Conditions.

The Terms & Conditions applicable to the use of a **KX Club** keyring will at all times be the current version of the Terms & Conditions published on the SPHG website [www.sphg.co.uk/kx-club](http://www.sphg.co.uk/kx-club) and your continued use of a **KX Club** card shall constitute your acceptance of the current version of these Terms & Conditions.



#### ASSIGNMENT

We may transfer the benefit of these Terms & Conditions to any other company in the same group of companies as St Pancras Hotels Group Ltd. If we assign the benefit of these Terms & Conditions, your rights will not be affected.

#### GOVERNING LAW

These Terms & Conditions are governed by English law.

PLEASE SAVE THESE TERMS AND CONDITIONS FOR YOUR RECORDS