

# Terms and Conditions

**Effective Date: 11/07/2025**

## **About us**

We are Squid Rewards Limited (all references to “Squid”, “we”, “us” or “our” in this notice refer to Squid Rewards Limited). We are registered in Ireland under company number 644810 and have our registered address at C/O BKK, Heritage Business Park, Bessboro Rd, Blackrock, Cork, T12 P1HX.

Our contact information is set out in the Contact Us section below.

## **About you**

You must be over 16 in order to use Squid. If you are under 18, you must ensure that your parent agrees to enter into these terms and conditions on your behalf.

## **About the Squid Service**

Squid provides a digital loyalty card system which you can use with retailers who have signed up to our service. Retailers can decide to participate in three different types of loyalty program: Stamps, Retailer Points and Wave Points. Each of these loyalty programs have different terms and conditions, which are set out below. A retailer may decide to participate in one or more of the programs simultaneously.

## **We are not responsible for the services of retailers who use Squid**

Transactions on which stamps or points are earned or redeemed are made directly with the relevant retailer and we have no responsibility for the delivery, standard, quality or otherwise of any goods and services received or supplied or the failure of a retailer to honour a redemption or make a specific reward available. If you have an issue with the service that you have received from a retailer, you must contact them directly to resolve that issue.

## **Stamps**

When a retailer operates a stamp-based loyalty program, they will be responsible for the terms and conditions that apply to your use of that program. This includes deciding

what transactions qualify for a stamp, and the rewards that are available once a certain number of stamps have been collected. Squid provides a digital system to record the stamps in your Squid account, and then to redeem them with the retailer.

You can collect stamps at a retailer by tapping your phone on the Squid branded NFC tag that is located at or close to the register. You must ensure that you only tap your phone when conducting a relevant transaction. Any attempt to misuse or manipulate the stamp collection process is a breach of these terms and conditions, and may result in us taking any of the following actions: (i) removal of stamps, (ii) suspension of your account, (iii) termination of your account.

If you think there is an issue with the stamps that are recorded in your account, we will correct the number of stamps if it is shown to our reasonable satisfaction to be wrong but, unless there are clear records showing this, our decision is final.

### **Retailer Points**

When a retailer operates a spend-based reward loyalty program, they will be responsible for the terms and conditions that apply to your use of that program. This includes deciding what transactions qualify for Retailer Points, how many Retailer Points are earned for each euro that is spent, and the rewards that are available once a certain number of Retailer Points have been collected. Squid provides a digital system to record the Retailer Points you earn in your Squid account, and then to redeem them with the retailer.

In order to participate in a Retailer Points loyalty program you must link your card to your account. We use third parties to enable this functionality. Please see the section below under the heading “When you link your card” for further information.

You can link your card to a retailer by tapping your phone on the Squid branded NFC tag that is located at or close to the register, and entering the code printed on your receipt. You must ensure that you only link your own cards to your account. Any attempt to misuse or manipulate the card linking process is a breach of these terms and conditions, and may result in us taking any of the following actions: (i) removal of stamps, (ii) suspension of your account, (iii) termination of your account.

If you think there is an issue with the Retailer Points that are recorded in your account, we will correct the number of Retailer Points if it is shown to our reasonable satisfaction to be wrong but, unless there are clear records showing this, our decision is final.

### **Wave Points**

When a retailer elects to participate in our Wave Points program, the points that you earn for transactions with that retailer will be available to be redeemed to obtain goods and services or discounts with other participating companies. These participating companies may change - an up-to-date list of such companies is available in the Squid App. Retailers determine the particular transactions on which points can be earned and the number of points to be earned. There is a set number of points needed to obtain a reward. Each of these will change, and we cannot control every specific change in the participating companies or the offers that they make available.

From time to time you will be able to earn Wave Points through promotional campaigns and special offers, details of which will be made available in your app.

Wave Points have no cash value, cannot be bought, are personal to your Squid account and cannot normally be transferred. Wave Points do not represent a form of currency or money and cannot normally be transferred, nor can they be exchanged for currency or money.

Wave Points can only be earned, held, transferred or redeemed as set out in these terms and conditions. Any other use, award, sale, exchange or transfer of Wave Points, or attempt to do so, is prohibited and a breach of these terms and conditions.

Any Wave Points not earned and held in accordance with these terms and conditions will be invalid and cannot be redeemed. Any such Wave Points will be deducted and, if they are redeemed, we will ask the relevant supplier to cancel the relevant rewards and we may take other appropriate action. If you breach these terms and conditions, or we reasonably believe you have dealt with your Wave Points in a manner not permitted by these terms and conditions, we may immediately suspend or terminate your rights under these terms and conditions and close your account.

You may close your Wave Points account at any time by notifying us. If you close your Wave Points account, your rights to redeem Wave Points from that account are lost.

You can link your card to a retailer and earn Wave Points by tapping your phone on the Squid branded NFC tag that is located at or close to the register, and entering the code printed on your receipt. You must ensure that you only link your own cards to your account. Any attempt to misuse or manipulate the card linking process is a breach of these terms and conditions, and may result in us taking any of the following actions: (i) removal of stamps, (ii) suspension of your account, (iii) termination of your account.

If you think there is an issue with the Wave Points that are recorded in your account, we will correct the number of points if it is shown to our reasonable satisfaction to be wrong but, unless there are clear records showing this, our decision is final.

Wave Points expire three years after they are originally earned, and are lost if the relevant account is closed or we decide to end the Wave Points program. Where points are redeemed for a voucher carrying a specified cash discount or benefit, the voucher will have an expiry date specified on it and will be subject to any other terms and conditions stated on the voucher or otherwise publicised. If a retailer refuses to honour a voucher, your only remedy will be that we will cancel that voucher and re-issue the relevant Wave Points to you, provided you have otherwise complied with these terms and conditions.

Redeemed Wave Points cannot be used again. If a transaction on which Wave Points are issued or redeemed is cancelled, reversed or not completed, we will reverse the associated Wave Points movement when instructed by the relevant retailer or participating company. If insufficient Wave Points are available, or we suspect fraud or misconduct, your ability to access a reward may be refused or cancelled.

### **Are Wave Points a regulated financial service?**

Wave Points are not a regulated financial service. They do not constitute (i) electronic money, (ii) a payment service, or (iii) a crypto-asset (as the Wave Points program does not utilise distributed ledger technology).

### **When you link your card**

To enable card-linked offers and services we may use third parties such as Fidel Ltd and the payment networks (including, but not limited to Visa, Mastercard and Amex) to monitor your enrolled card transactions related to retailers who are participating in the Retailer Points or Wave Points loyalty program. This “Transaction Data” may include transaction attributes like Merchant Name, Merchant ID, Transaction Amount, Transaction Time, etc. This “Transaction Data” is used solely for the purposes of the relevant reward program to present offers, calculate and facilitate rewards earned, and customer support.

By registering your preferred payment card(s) into the relevant program, you authorise our service (including, but not limited to Fidel Ltd) to share your card information with the appropriate payment card network. You further authorise the payment card network to share transaction data with us, participating merchants and other third parties, such as Fidel Ltd. . You can always opt-out of the program and remove your enrolled card at any time. This can be done from your account screen; refer to FAQs if further assistance is required. If you use a Mastercard, information about Mastercard’s privacy practices is available here <https://www.mastercard.co.uk/en-gb/vision/terms-of-use/loyalty-notice.html>

### **What happens when a retailer ceases to use Squid, ends its loyalty program, or goes out of business?**

If a retailer ceases to use Squid, ends its loyalty program, or goes out of business, you will lose the ability to redeem collected stamps or Retailer Points and these will be removed from your wallet on the Squid app. We are not responsible in these circumstances for any losses that you may suffer from the removal of those stamps or Retailer Points.

If you have earned Wave Points with a retailer, these Wave Points will still be available in your account. However, the retailer will no longer offer the ability to exchange Wave Points for rewards. If you have a reward that the retailer does not honour, your only remedy will be that we will cancel that voucher and re-issue the relevant Wave Points to you, provided you have otherwise complied with these terms and conditions.

### **You have a legal right to change your mind and terminate these terms and conditions**

You may elect to terminate these terms and conditions at any time by closing your account using the interface in our app. If you do this, your account will be deleted and you will lose any associated stamps, Retailer Points or Wave Points.

### **You have rights if there is something wrong with your service**

You have legal rights and remedies under consumer law, including those set out in the Consumer Rights Act 2022. You should take independent legal advice for guidance on any rights you may have.

If you think there is something wrong with your service, you must contact our Customer Service Team: [support@squidloyalty.ie](mailto:support@squidloyalty.ie)

## **We can change services and these terms**

**Changes we can always make.** We can always change a service:

- to reflect changes in relevant laws and regulatory requirements; and
- to make minor technical adjustments and improvements, for example to address a security threat. These are changes that don't affect your use of the service.

**We can suspend the supply of a service.** We do this to:

- deal with technical problems or make minor technical changes;
- update the service to reflect changes in relevant laws and regulatory requirements; or
- make changes to the service.

## **We can withdraw services**

We can stop providing a service. We let you know at least 10 days in advance if we intend to stop providing any of our services.

## **Changes**

We may make changes to these terms and conditions and will give you as much notice as we reasonably can. Earning or redeeming stamps or points will constitute acceptance of the revised terms and conditions.

## **We don't compensate you for all losses caused by us or our services**

We're not responsible for losses you suffer caused by us breaking this contract if the loss is:

- **Unexpected.** It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
- **Caused by a delaying event outside our control.** We're not responsible for delays outside our control.
- **Avoidable.** Something you could have avoided by taking reasonable action, including following our reasonable instructions for use.

## **We use your personal data as set out in our Privacy Notice**

How we use any personal data you give us is set out in our Privacy Notice: <https://squidloyalty.ie/privacy-policy/>

## **You have several options for resolving disputes with us**

**Our complaints policy.** Our Customer Service Team: will do their best to resolve any problems you have with us or our services : [support@squidloyalty.ie](mailto:support@squidloyalty.ie)

**Resolving disputes without going to court.** Alternative dispute resolution is an optional process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. You can visit [ec.europa.eu/consumers/odr](http://ec.europa.eu/consumers/odr) to commence a dispute resolution process.

**You can go to court.** These terms are governed by Irish law and wherever you live you can bring claims against us in the Irish courts, or in the country you live in. We can claim against you in the courts of the country you live in.

## **Other important terms apply to our contract**

**We can transfer our contract with you, so that a different organisation is responsible for supplying your service.** We'll tell you in writing if this happens and we'll ensure that the transfer won't affect your rights under the contract. We may disclose or transfer all information we hold about you to a prospective or actual new owner. Such a disclosure or transfer will not alter your rights in respect of the use that can be made of such information by such other company.

**You can only transfer your contract with us to someone else if we agree to this.**

**Nobody else has any rights under this contract.** This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

**If a court invalidates some of this contract, the rest of it will still apply.** If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

**Even if we delay in enforcing this contract, we can still enforce it later.** We might not immediately chase you for not doing something or for doing something you're not allowed to, but that doesn't mean we can't do it later.

## **Contact Us**

You can contact us using the following details:

[support@squidloyalty.ie](mailto:support@squidloyalty.ie)