

# Student Account tastecard™ Terms

These Terms form part of the ‘Student Account – A guide to benefits’ referred to in our ‘RBS Personal & Private Current Account Terms’ and are part of the agreement between you and us for your Student Account.

## 1. Benefit provider

This benefit is provided by Taste Marketing Ltd (registered in England and Wales under number 05545626) (*taste*).

## 2. Registration

You are automatically registered for this benefit when:

- (i) your account is opened;
- (ii) you have registered for Digital Banking; and
- (iii) you have elected to receive e-statements.

## 3. What is tastecard

3.1. A dining card allowing you access to a participating restaurant’s offer to:

**at the participating restaurant’s option**

**EITHER:**

3.1.1. **50% off total food bill** of the booking (but not beyond the maximum booking),  
**OR**

3.1.2. **2 courses for the price of 1 course** for each course ordered (cheapest item in each course is deducted from the bill) (side dishes and extras are not included) (maximum booking is 2 diners per booking)

**but not during excluded days/times.**

The offer cannot be combined with any other deals, incentives, set menus, other menus or other offers by the participating restaurant. You should expect to order from the standard à la carte menu.

The offer does not include service charge (and before you book you can check with the participating restaurant if this would apply) and includes VAT.

## 4. What is the maximum booking

The maximum number of diners permitted for a particular booking is shown on the participating restaurant’s listing available through the RBS tastecard website [tastecard.co.uk/rbs](http://tastecard.co.uk/rbs)

## 5. What are the excluded days/times

5.1. Each participating restaurant has the **option to exclude from the offer:**

- 5.1.1. Fridays, Saturdays and all of December;
- 5.1.2. days and/or times in the week when a standard à la carte menu is not available at that restaurant; and
- 5.1.3. other days which are peak days for dining out for it (e.g. Mothers’ Day, Fathers’ Day, Valentines’ Day, event days, match days, local festival days, bank holidays and bank holiday weekends),

as shown on its **detailed listing** available through [tastecard.co.uk/rbs](http://tastecard.co.uk/rbs).

**To avoid disappointment** please do check the **excluded days/times** as the offer excludes peak days for dining out

## 6. What else do I need to know about the offer

- 6.1. The offer is subject to the participating restaurant:
  - 6.1.1. being open on the day and at the time requested; and
  - 6.1.2. having space to take your booking.
- 6.2. A participating restaurant may **at any time**:
  - 6.2.1. withdraw from the tastecard club; or
  - 6.2.2. add more excluded days/times; and/or
  - 6.2.3. change their offer.

**Before each booking** (however it is made) you need to check what offer is available for the participating restaurant you wish to book and at which times. Terms 5 and 9.3 tell you how to find this information.

## 7. When do I get my tastecard

*taste* will send a tastecard to you and each other account holder to your account address within 5 working days of the later of the following two dates:

- i) the date your account is opened; or
- ii) the date on which you elect to receive e-statements (via Digital Banking).

## 8. Who can use my tastecard

- 8.1. Only you can make a booking with your tastecard for you and your dining party (up to the maximum booking).
- 8.2. Your tastecard and your tastecard membership cannot be used by or be transferred to any other person.

## 9. How do I make a booking

- 9.1. You can make a booking once you receive your tastecard.
- 9.2. You can only make a booking if your tastecard has not expired. The expiry date of your tastecard is shown on the front of your tastecard.
- 9.3. You can view details of:
  - 9.3.1. the participating restaurants;
  - 9.3.2. the **excluded days/times** applying to a participating restaurant; and
  - 9.3.3. the maximum booking for it, through **tastecard.co.uk/rbs**.
- 9.4. If a **telephone icon** appears on the listing for the participating restaurant you need to make the booking **by telephone** in advance and **mention tastecard**.
- 9.5. Where no telephone icon appears a booking can be made by:
  - 9.5.1. **calling** the participating restaurant; or
  - 9.5.2. **visiting** the participating restaurant; or
  - 9.5.3. using the **online booking system** available through **tastecard.co.uk/rbs**; or
  - 9.5.4. any other means that we tell you are available.

## 10. What do I do when I arrive at the participating restaurant

You must present your tastecard (if it has expired, the offer will not be available).

## 11. What do I do if I lose my tastecard

You can order a replacement tastecard for £15 (**at your cost**) by calling **0844 620 2401**. Payment must be by credit or debit card. Your credit or debit card will be charged when you place the order. The Minicom number is 08456 000 856.

## 12. What do I need to do to renew my tastecard

Nothing. Provided your account remains open a new tastecard will be sent out to your account address close to the time your then current tastecard expires.

## 13. What else do I need to know?

### 13.1. Communications and complaints with taste

13.1.1. If you need to contact *taste* you can contact *taste*:

13.1.1.1. **by email:** [rbs@tastecard.co.uk](mailto:rbs@tastecard.co.uk)

13.1.1.2. **by phone:** 0844 620 2401 (Minicom 0845 600 0856) with lines open 9am to 5pm Monday to Friday (except bank holidays and public holidays)

13.1.1.3 **by post:** 22 Viaduct Street, Huddersfield HD1 6AJ

13.1.2. If you make a complaint to *taste*, they will aim to resolve your complaint within 7 days, however they will acknowledge receipt of the complaint within 24 hours of it being received and update you on:

- who is dealing with your complaint;
- why it is still unresolved;
- what the next steps are.

If after 7 days the complaint remains unresolved *taste* will issue a second letter explaining the reason that the matter is still unresolved and they will work to resolve it within the next 7 days. After 14 days *taste* will issue you with a letter resolving your complaint or explaining their final position.

### 13.2. Contract and tastecard terms and conditions

13.2.1. By opening your account you enter into a contract with *taste* and become subject to these Terms. These Terms apply instead of the terms and conditions, privacy policy and website policy on the standard tastecard website, [tastecard.co.uk](http://tastecard.co.uk), at any time.

### 13.3. Your information

13.3.1. We share your information with *taste* in accordance with General Term 1.3 of our 'RBS Personal & Private Current Account Terms', to the extent needed for them to provide this benefit to you. If you choose to sign up to receive offers, services and/or marketing directly from *taste* or any other person in connection with this benefit or its use, you will be bound by their own privacy policy and other contractual terms, which they would make available to you.

### 13.4. No responsibility for bad restaurant/website experiences and related loss/damage

13.4.1. Any losses or liability arising from or in connection with purchasing food from a participating restaurant are matters between you, the individual affected and the participating restaurant.

13.4.2. We and *taste* are not liable (to the fullest extent permitted by law) for:

- 13.4.2.1. any bad experiences or bad food at any participating restaurants;
- 13.4.2.2. any loss of income, revenue, business, profits, contracts, goodwill, anticipated savings and/or lost management/office time or any other loss or damage as a result of any of:

- 13.4.2.2.1. the use of this benefit;
  - 13.4.2.2.2. the RBS tastecard website, the standard tastecard website, any third party websites (or the content of or materials on any of those websites);
  - 13.4.2.2.3. the non-availability of the RBS tastecard website, the standard tastecard website, any third party websites, in each case whether occurring directly, indirectly or as a consequence of any of those uses or non-availability;
  - 13.4.2.3. any loss or damage to any computer equipment, programs or data caused directly, indirectly or as a consequence of use of the RBS tastecard website, the tastecard website, the third party websites and/or downloading from any of them.
  - 13.4.3. We and *taste* give no warranty or other assurance about:
    - 13.4.3.1. any goods/services accessed through or displayed on the RBS tastecard website or the standard tastecard website;
    - 13.4.3.2. the accuracy of any material displayed on the RBS tastecard website or the standard tastecard website.
- Any disputes relating to any of the circumstances referred to in Terms 13.4.1, 13.4.2.1, 13.4.2.2.1 or 13.4.3.1 above are between you (and/or the individual affected) and the participating restaurant you booked.
- 13.4.4. This Term 13.4 does not affect your statutory rights and does not affect any liability for death or personal injury arising from negligence, misrepresentation which is fraudulent or on a fundamental matter or any other liability which cannot be excluded or limited by law.

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