

Mediterranean Miles

Terms and Conditions

Simple terms for joining, earning Points and using Rewards

At a glance: Join free • Receive 25 welcome Points • Earn 1 Point for each complete £1 of Qualifying Spend • Minimum £10 Qualifying Spend to use a Reward

1. About Mediterranean Miles

- 1.1** These terms govern Mediterranean Miles (the Programme), a free loyalty programme operated by Taka Taka Limited (we, us or our) for customers of participating Taka Taka, Opa and Jars Meze locations.
- 1.2** Taka Taka Limited is registered in England and Wales under company number 08014754. Its registered office is 128 Stoke Lane, Westbury-on-Trym, Bristol, England BS9 3RJ.
- 1.3** By creating a Programme account or earning or using Points or Rewards, you accept these terms. If you do not accept them, do not join or use the Programme.
- 1.4** The Programme is separate from any contract for food, drink, gift cards or other products. The terms applying to the relevant purchase continue to apply.

2. Key definitions

- 2.1** Account means your personal Mediterranean Miles membership account.
- 2.2** Member means an individual who has validly joined the Programme.
- 2.3** Participating Location means a Taka Taka, Opa or Jars Meze location that displays or accepts Mediterranean Miles. The current list is available through the Mediterranean Miles page or the relevant location before purchase.
- 2.4** Point means a Mediterranean Miles loyalty point credited to your Account. Points are promotional benefits, not money or stored value.
- 2.5** Qualifying Purchase means an eligible purchase made from a Participating Location through a channel that expressly accepts Mediterranean Miles.
- 2.6** Qualifying Spend means the amount actually paid for eligible food and drink after discounts and promotional reductions, excluding the items listed in clause 5.4.
- 2.7** Reward means a benefit, item or discount offered in exchange for the number of Points shown in your Account or at the point of redemption.

3. Joining and eligibility

- 3.1** Joining is free. You must be at least 18 years old, resident in the United Kingdom and provide accurate, current information.
- 3.2** You may hold one Account only. Your Account is personal and may not be sold, transferred, shared or used for commercial purposes. We may merge or close duplicate Accounts after reasonable checks.
- 3.3** You are responsible for keeping your login details secure and for activity on your Account. Tell us promptly through www.takataka.co.uk/contact if you believe your Account has been accessed without permission.
- 3.4** Membership is not conditional on agreeing to receive advertising. Service messages about your Account, Points, Rewards or material Programme changes are not marketing messages.

4. Welcome Points

- 4.1** A new Member will receive 25 welcome Points after completing a valid registration. The award is limited to one per person and may be withheld or removed where an Account is duplicate, false or created to misuse the Programme.
- 4.2** The 25 welcome Points have no expiry date while your Account remains open and the Programme continues. Clauses 11 and 12 explain what happens if an Account or the Programme closes.

5. Earning Points

- 5.1** You earn 1 Point for each complete £1 of Qualifying Spend. For example, £12.75 of Qualifying Spend earns 12 Points. Points are calculated after discounts and Reward redemptions.
- 5.2** For an in-person purchase, you must identify your Account by presenting the applicable digital card, QR code, account identifier or other accepted method before payment is completed. For a direct online purchase, you must be logged into your Account and the ordering channel must expressly show that Mediterranean Miles is available.
- 5.3** Points will normally be added as soon as reasonably practicable. If they have not appeared after seven days, contact us under clause 14 within 90 days of the purchase and provide the itemised receipt or order confirmation. We may refuse a claim if the purchase cannot reasonably be verified.
- 5.4** Points are not earned on:
- the purchase, activation or top-up of a gift card;
 - delivery charges, service charges, tips, donations, bag charges or other fees;
 - the part of a purchase paid for using Points, a Reward, voucher, gift card or account credit;
 - orders made through a third-party marketplace or delivery platform, unless that platform expressly states that Mediterranean Miles applies;
 - cancelled, refunded, fraudulent or otherwise reversed transactions; or
 - any product, promotion, location or channel expressly identified as excluded before purchase.
- 5.5** Points are earned on the net Qualifying Spend. If a purchase is fully or partly refunded, we may deduct the Points originally awarded for the refunded amount. This may result in a negative Points balance, which future Points will reduce.
- 5.6** Points cannot be added to more than one Account for the same purchase. Points have no cash value, cannot be exchanged for cash and cannot be transferred, sold, pooled or combined between Accounts.

6. Using Points and Rewards

- 6.1** Available Rewards and the number of Points required for each Reward are displayed in your Account or at the point of redemption. Points do not have a fixed cash conversion rate.
- 6.2** To use a Reward, the eligible basket must have a Qualifying Spend of at least £10 after other discounts but before the Reward is applied. Charges and excluded items do not count towards the £10 threshold.
- 6.3** You must identify your Account before the transaction is completed and have enough Points for the selected Reward. The required Points will be deducted when the Reward is successfully redeemed.
- 6.4** A Reward may be used only for the products, sizes, locations, channels and period shown with that Reward. Rewards are subject to availability. No cash or change will be given and any unused part of a single-use Reward is lost unless the Reward terms state otherwise.
- 6.5** Only one Reward may be used per transaction unless the Account or Participating Location expressly permits more. A Reward cannot be combined with another offer, discount, voucher or promotion unless the relevant offer says it can.

- 6.6** Points used for a completed redemption will not be returned merely because you change your mind. If we cancel the relevant item or cannot supply it, we will restore the Points used or provide an equivalent remedy.
- 6.7** Where a transaction involving a Reward is refunded, the cash refund cannot exceed the amount actually paid. We may restore the Points or Reward where fair and technically possible, but promotional Rewards may be governed by their specific terms.

7. Point and Reward expiry

- 7.1** Ordinary Points do not expire merely because time passes while your Account remains open and the Programme continues. The welcome Points are also protected by clause 4.2.
- 7.2** A specific promotional Reward or bonus-point offer may have an expiry date. Any expiry date and material restriction will be shown clearly when the offer is made and, where applicable, in your Account. An expired Reward cannot be used or reinstated unless we decide otherwise following a system or service error.

8. Promotions and errors

- 8.1** We may offer bonus Points, personalised Rewards or limited promotions. Additional terms presented with an offer form part of these terms for that offer. If they conflict, the specific offer terms take priority for that offer only.
- 8.2** We may correct an obvious system, pricing or administrative error and add or remove Points or Rewards credited or used incorrectly. We will act reasonably, explain a material correction on request and will not remove properly earned Points merely because of our error unless keeping them would clearly amount to an unintended windfall.

9. Acceptable use

- 9.1** You must not manipulate the Programme; create false or duplicate Accounts; alter receipts; sell or transfer Points or Rewards; access another person's Account without authority; or use automated, deceptive or fraudulent methods to earn or redeem benefits.
- 9.2** We may temporarily restrict an Account while investigating suspected misuse. We may cancel improperly obtained Points or Rewards, refuse a transaction, or close the Account under clause 11 where the evidence reasonably supports the action.

10. Availability

- 10.1** We aim to keep the Programme available but do not promise uninterrupted access. Maintenance, internet failure, a third-party system outage or events outside our reasonable control may temporarily prevent earning or redemption.
- 10.2** Where a verified qualifying transaction was affected by a system failure, we will use reasonable efforts to add the correct Points afterwards. A Participating Location may use a reasonable temporary alternative process where available.

11. Account closure

- 11.1** You may close your Account at any time through the account controls where available or by contacting us. Before confirming closure, we will make clear that unused Points and Rewards will be lost. Closure does not entitle you to cash payment.
- 11.2** We may close or restrict an Account immediately for fraud, serious misuse, abusive conduct, a material breach of these terms, or a legal or security requirement. Points or Rewards connected with misuse may be cancelled.
- 11.3** For any other closure initiated by us, we will give at least 30 days' notice and a reasonable opportunity to use valid Points and Rewards, unless doing so is not technically possible or is prohibited by law.

12. Changes and closure of the Programme

- 12.1** We may make minor, beneficial, technical or legal changes immediately. We will publish the updated terms and effective date on the website.
- 12.2** For a material change that disadvantages Members—such as reducing how Points are earned, introducing expiry for existing Points, or materially restricting redemption—we will give at least 30 days’ advance notice by email or another durable Account message. Unless required by law, such a change will not retrospectively remove Points properly earned before it takes effect.
- 12.3** We may close the Programme for commercial, operational or legal reasons. Unless closure is urgent or outside our reasonable control, we will give at least 60 days’ notice and allow valid Points and Rewards to be used during that period. After the stated closure date, unused Points and Rewards will end and no cash payment will be due.

13. Personal information and marketing

- 13.1** We use personal information to register and administer your Account, record transactions, award and redeem Points and Rewards, prevent misuse, provide customer support, analyse the Programme and meet legal obligations. Further details are in our Privacy Policy at www.takataka.co.uk/privacy-policy.
- 13.2** We use service providers to operate relevant account, ordering, communications and loyalty technology. They may process personal information for us under appropriate contractual controls.
- 13.3** Promotional emails, texts or other electronic marketing will be sent only where permitted by law. Any marketing choice must be separate from acceptance of these terms. You may unsubscribe at any time without losing your membership, Points or Rewards.

14. Contact and complaints

- 14.1** For missing Points, an Account issue or a complaint, use the contact form at www.takataka.co.uk/contact. Include your Account email or identifier, the Participating Location, transaction date, order or receipt number and a short description. Do not send your password or payment-card security details.
- 14.2** We will investigate and respond within a reasonable time. Nothing in these terms limits any right or remedy you have under consumer law.

15. Responsibility

- 15.1** Nothing in these terms excludes or limits liability that cannot lawfully be excluded, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory consumer rights.
- 15.2** Subject to clause 15.1, we are not responsible for loss that was not reasonably foreseeable when you joined the Programme; loss caused by your failure to keep your Account secure; business loss arising from personal use of the Programme; or delay or failure caused by events outside our reasonable control.
- 15.3** The Programme does not affect the responsibility of the relevant seller for the food, drink or other products supplied in a purchase.

16. General

- 16.1** If any provision is found unlawful or unenforceable, the remaining provisions continue in effect. A delay in enforcing a right is not a waiver of that right.
- 16.2** These terms, the Privacy Policy and any specific terms presented with a Reward or promotion contain the rules applying to the Programme. They do not exclude statements or rights that cannot lawfully be excluded.

16.3 These terms are governed by the law of England and Wales. The courts of England and Wales will have jurisdiction, but if you live elsewhere in the United Kingdom you may also rely on mandatory local consumer rights and bring proceedings in the courts available to you under applicable law.

