

FAQS

Q: Who's eligible for this promotion?

A: This promotion is open to businesses located in the UK with a business energy meter. If you're eligible you will receive direct marketing from Love Energy Savings about this promotion during the promotional period.

Q: How do I qualify for this offer?

A: Your business must renew their energy contract via Love Energy Savings by agreeing a new fixed term contract, having agreed the previous fixed term contract for the same meter via Love Energy Savings. Your business must agree the new contract within the relevant promotional renewal period. This offer is available for the first 2,500 business energy contract renewals. Eligible customers will receive direct marketing from Love Energy Savings.

Q: How to participate?

A: Once your renewal has been accepted by Love Energy Savings, you will be emailed a unique entry code and link to access the promotional website. You must then register with your full name and current valid email address to access your rewards.

Q: What is the reward?

A: You can claim 2 x free Vue cinema tickets and 2 x free Caffé Nero hot drinks. All unique entry codes will expire no less than within 4 months of issue.

Q: How do I use my rewards?

A. Vue Cinema:

- Your voucher can be exchanged for a single use 2D admission ticket only and you have 7 days validity to use it. It must be used either at the Box Office or <https://www.myvue.com/> (for online, you can select your film/time/seat and enter the code given by selecting 'Add a promo code').
- It cannot be used to make bookings over the phone.
- It can be used at any location and for any standard film release.
- It cannot be used in conjunction with any other offer.
- For full terms and conditions, please visit [here](#).

A. Caffé Nero Hot drinks:

- This voucher can only be used for hot drinks upto the value of £3.50.

- It can be used in participating Caffé Nero stores as full or part payment of products, subject to the in-store technology.
- It cannot be redeemed for cash and no change will be given if the value of purchases is less than the value of this card.
- This voucher should be treated as cash.
- Valid for 1 calendar month.
- For full terms and conditions, please see [here](#).

Q: How long is each reward period?

A: Entry codes of qualifying customers will expire 28th April 2024.

Q: Can I exchange any of my rewards if I do not use them?

A: Unfortunately, not. Vouchers are non-exchangeable and no cash or other alternative reward will be provided.

Q: I've already registered, how do I access my rewards?

A: To access your rewards you will need to click on the link found in your confirmation email from Love Energy Savings and enter your unique entry code.

Q: I still need help?

A: Please contact our Customer Service team at loveenergysavingsrewards@tlcrewards.com, on Monday – Friday, between 9am & 5:30pm and we will be happy to help.