



## QS Phoenix – Terms & conditions

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The QS Phoenix system is a way to pre-order one or more meals for a Queer Spirit event. You purchase meal credits via the Queer Spirit website. You can then also purchase a physical card or wristband and/or use Google Wallet to store and redeem your meal credits. If you purchase a card or wristband, it can be used at all main Queer Spirit events, both the event where you were issued it and any additional events in the future.

Sales of meals using the QS Phoenix system are made, managed and fulfilled by [Punya UK](#)

*The following terms 'QS Phoenix', 'Queer Spirit Phoenix card' and 'meal credits' refer to all parts of the QS Phoenix system, including but not limited to, the website, QS Phoenix cards and QS Phoenix wristbands.*

1. Meal credits stored on the QS Phoenix system can be used as full payment for the purchased meal in the community café at the relevant Queer Spirit event.
2. Queer Spirit Phoenix Cards are not a credit, debit or cheque guarantee and cannot be redeemed for cash. They can not be sold or re-tendered. This will not affect your statutory rights.
3. Meal credits cannot be used at any other vendor at the event.
4. If the meal credit is not used for the purchased meal it can not be used for any other meal and can not be refunded. The date and meal type (lunch or dinner) is shown on the gift card if saved to Google wallet. You can also see your purchased meals when logged in to the Queer Spirit website. In addition you can select to have an SMS text reminder sent to you.



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5. QS Phoenix meal credits cannot be exchanged for cash. Cards which are defaced, altered or cancelled will not be accepted in Queer Spirit community cafés.
6. Cleared payment is required prior to the issuing of physical Phoenix cards / wristbands.
7. Phoenix cards Gift cards/wristbands which are defaced, altered or cancelled will not be accepted in Queer Spirit community cafés.
8. QS Phoenix cards and wristbands should be treated like cash. Queer Spirit CIC cannot be held liable for lost, stolen or damaged cards/wristbands. You should report any lost cards or wristbands as soon as you can so they can be disabled from use. Replacement of lost/damaged items will incur an additional fee.
9. Purchased cards and wristbands will be available for pickup as part of the check in process at the start of the event or can be posted to you at a small additional charge.
10. Queer Spirit CIC reserve the right to decline or withdraw cards/wristbands, and the right to amend these terms and conditions of the QS Phoenix system at any time.
11. Refunds- Provided you contact us at least 30 days before the event, we will offer you a full refund minus a 5% administration charge. If you cancel between 30-14 days before the event, we will refund 50% of what you paid. In all other cases, including but not limited to money already paid for as part of a payment plan, we will not be able to offer you any refund (as we will have already made food commitments etc.)