

The Bicester Collection, Centurion Benefit Terms and Conditions

This offer is only available to primary Centurion cardholders ("Cardmembers"). This offer cannot be redeemed by supplementary Centurion cardholders. To redeem the offer, Cardmembers are required to download and present their eVIP pass upon arrival at the Participating Village (defined below), which forms part of The Bicester Collection. Cardmembers will also be required to present their Centurion Card for verification. To use this offer, Cardmembers must book in advance via the Participating Village's Guest Services Email set out below, or via Centurion Travel & Lifestyle Services.

Cardmembers can enjoy the following benefits when visiting a Participating Village, subject to the terms and conditions set out herein:

1. 10% savings with a downloaded eVIP Pass
2. Complimentary Hands-free Shopping
3. Complimentary Personal Shopping appointments
4. Reserved Parking
5. Access to the Private Sale
6. Access to the Villages' private suite, "The Apartment"
7. Priority booking via the Village digital queuing system

The following are the "**Participating Villages**":

Participating Village	Address	Guest Services Email
Bicester Village	London - 50 Pingle Drive, Bicester, Oxfordshire, OX26 6WD, England	ConciergeServices@BicesterVillage.com
Kildare Village	Dublin - Nurney Road, Kildare Town, Co. Kildare, Ireland Eircode: R51 R265	ConciergeServices@KildareVillage.com
La Vallée Village	Paris – 3, cours de la Garonne, 77700, Serris	ConciergeServices@LaValleeVillage.com
Wertheim Village	Frankfurt – Almosenberg, 97877, Wertheim	ConciergeServices@WertheimVillage.com
Ingolstadt Village	Munich - Otto-Hahn-Straße 1 85055 Ingolstadt	ConciergeServices@IngolstadtVillage.com
Maasmechelen Village	Brussels - Zetellaan 100, 3630 Maasmechelen Belgium	ConciergeServices@MaasmechelenVillage.com
Fidenza Village	Milan - Via Federico Fellini, 1 Fidenza 43036, Parma (PR)	ConciergeServices@FidenzaVillage.com

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La Roca Village	Barcelona - 08430 Santa Agnès de Malanyanes, (La Roca del Vallès), Barcelona, Spain	ConciergeServices@LaRocaVillage.com
Las Rozas Village	Madrid - C/ Juan Ramón Jiménez 3, 28232, Las Rozas. Madrid	ConciergeServices@LasRozasVillage.com

1. eVIP Pass:

1.1 The eVIP Pass is a digitally downloadable reward pass. Cardmembers who click on an eVIP link for one of the Participating Villages and provide their country, postcode and/or county, will receive an eVIP QR code. By presenting the digital QR code, this pass entitles Cardmembers to receive a ten per cent (10%) discount on products purchased at the participating boutiques at the relevant Participating Village ("**eVIP Pass**").

- a. This eVIP Pass is only for use at the participating boutiques within the Participating Villages. Not all boutiques in the Participating Villages participate in the eVIP Pass scheme, and certain boutiques apply restrictions and exemptions.
- b. The eVIP Pass discount is subject to the Participating Villages' "further reduction" and/or "blackout" periods.
- c. For further details on the participating boutiques, including details of current restrictions and exemptions, and "further reduction" and/or "blackout" periods, please contact Concierge Services at the Participating Village you visit.
- d. This eVIP Pass must be presented at the time of purchase in order to receive the reduction.
- e. This eVIP pass can be downloaded at any time. Each eVIP Pass is only valid for 24 hours after the first activation scan.
- f. This eVIP Pass is not valid in conjunction with any other promotions or offers.
- g. This eVIP Pass is only valid for use by the person to whom it is issued and is not transferable.
- h. This eVIP Pass has no cash value and cannot be used for previously made purchases.
- i. Cardmembers will also be required to present their Centurion Card for verification.
- j. There is no limit to the number of times a Cardmember may download an eVIP Pass. However, Cardmembers are limited to one eVIP Pass active at any one time.

1.2 Cardmembers acknowledge and agree that:

- a. There is no contractual relationship between Value Retail Management Limited, the managing entity of The Bicester Collection, or any of its "Group Companies" (which shall mean any entity that is a subsidiary, holding company, fellow subsidiary, or otherwise affiliated through common ownership, management, or shared economic interests, whether directly or indirectly), and the Cardmembers in relation to the discount offered in the eVIP Pass or otherwise.
- b. Value Retail Management Limited does not (a) take any responsibility for the prices at which the participating boutique advertises or sells the goods from time to time; or (b) give any warranties regarding the goods (including without limitation the quality thereof) that Cardmembers may obtain with the eVIP Pass at the relevant participating boutique.
- c. These terms and conditions apply to purchases made from the participating boutiques at Participating Villages and are subject to the terms and conditions of sale applied by each boutique.

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2. Hands-free Shopping:

- 1.1 The Participating Villages' Hands-free Shopping service enables Cardmembers to shop and then collect their purchases from a central location at the end of their visit to the relevant Participating Village, subject to availability at the Participating Village. Hands-free Shopping must be booked via the relevant Participating Village's [Guest Services](#) or via Centurion Travel & Lifestyle Services at least 48 hours in advance. On arrival at the Participating Village, Cardmembers must present their eVIP Pass and booking confirmation to claim Hands-free Shopping services at the Participating Village Welcome, Visitor or Concierge Services. Hands-free Shopping Services are only valid on the date and at the times of the booking confirmation and at the Participating Village in which it is booked.

3. Personal Shopping:

The Participating Village's Personal Shopping service enables Cardmembers to have a personal consultation with an expert, who will curate a bespoke edit from their favourite brands and assist with inspiration for their next purchase. Please note that Personal Shopping sessions must be booked at least 48 hours in advance via the relevant Participating Village's [Guest Services](#) or Centurion Travel & Lifestyle Services and are unavailable at Maasmechelen Village. On arrival at the Participating Village, Cardmembers must present their eVIP Pass and booking confirmation to claim Personal Shopper Services at the Participating Village's Welcome, Visitor or Concierge Services. Personal Shopper Services are only valid on the date and at the times of the booking confirmation and at the Participating Village in which it is booked.

4. Reserved Parking:

Please note that Reserved Parking must be booked in advance via the relevant Participating Village's [Guest Services](#) or Centurion Travel & Lifestyle Services. Reserved Parking is subject to availability at the Participating Village, must be booked 48 hours in advance and is only available at La Vallée Village on Saturdays & Sundays, and French public holiday. On arrival at the Participating Village, Cardmembers must present their eVIP Pass and booking confirmation to claim reserved parking. Reservations are only valid on the date and at the times of the booking confirmation and at the Participating Village in which it is booked.

5. Private Sale:

Additional private sale discounts are automatically applied at the point of sale when presenting the Cardmember's downloaded eVIP Pass at participating boutiques.

6. Access to the Participating Village's private suite, The Apartment

The by-invitation-only Apartments are private spaces in the Participating Villages. Please note that access to The Apartments must be booked in advance via [Guest Services](#) or Centurion Travel & Lifestyle Services, and time spent in The Apartment is subject to availability. On arrival at the Participating Village, Cardmembers must present their Centurion Card and booking confirmation at the Participating Village's Welcome Centre, Visitor or Concierge Services to be directed to The Apartment.

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7. Priority booking via the Village digital queuing system

Cardmembers receive Priority Booking via the Participating Village Concierge Teams (only available at Bicester Village, Ingolstadt Village and La Vallee Village). To redeem this benefit, Cardmembers should present their Centurion Card upon arrival at the Participating Village's Concierge Services, where the customer service team will advise the Cardmember on setting up priority booking for their favourite boutiques. Please note these may only be in use for some brands during peak times, and Cardmembers should contact the Participating Village's Concierge Services for more details. Once signed up, Cardmembers can continue to enjoy the Participating Village while they move forward in the digital queue. The Cardmember can check their position and waiting time at any point from their phone. The Cardmember will receive a text alert when it's time to return to the boutique. The Cardmember must click on the link to let the boutique know that the Cardmember is on their way back. The Cardmember will have 10 minutes to return to the boutique.

8. The Bicester Collection – Additional Terms

- 8.1 Eligibility for these benefits are for Centurion Cardmembers and may not be transferred. The eVIP Pass may not be copied, reproduced or distributed in any form or by any means for use by a person other than the original recipient.
- 8.2 These promotional offers may not be used in conjunction with any other special offer, coupon or other voucher.
- 8.3 The benefits granted by these promotional offers cannot be exchanged for cash.
- 8.4 Value Retail Management Limited and American Express reserve the right to withdraw or cancel the benefits provided as part of the promotional offers for any reason at any time.
- 8.5 Value Retail Management Limited (and its Group Companies) and American Express will not be liable to you for any financial loss arising out of refusal, cancellation or withdrawal of the benefits under the promotional offer, or any failure or inability of you to take advantage of the promotional offer.
- 8.6 Use of this promotional offer by you indicates your agreement to these terms and conditions and any terms and conditions imposed by the Participating Village during Cardmembers' use of the benefits, and your acceptance of Value Retail Management Limited's website terms and conditions and the Participating Village's privacy policy, which can be found at:

- **Website terms and conditions** – <https://www.thebicestercollection.com/en/legal/website-terms-and-conditions>; and
- **The Participating Village's privacy policy:**
 - i. [Bicester Village Privacy Policy](#)
 - ii. [La Vallée Village Privacy Policy](#)
 - iii. [Ingolstadt Village Privacy Policy](#)
 - iv. [Wertheim Village: Village Privacy Policy](#)
 - v. [La Roca Village Privacy Policy](#)
 - vi. [Las Rozas Village Privacy Policy](#)
 - vii. [Kildare Village Privacy Policy](#)
 - viii. [Fidenza Village Privacy Policy](#)
 - ix. [Maasmechelen Village Privacy Policy](#)

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