

## Welcome to MyCard

Your easy way to support Dove House Hospice and earn reward points whilst you shop! You can use your MyCard in whatever way suits you. You can sign up for MyCard Loyalty or MyCard Gift Aid or both. Just fill out your details and tick the options that apply to you.



## MyCard Loyalty

You can register for MyCard Loyalty and earn points as you shop which accumulate and can be redeemed as money off future purchases. MyCard can be used to earn points in any Dove House Shop including our Retro Vintage Shop No.87 and within Dulcies Café at the hospice site on Chamberlain Road in Hull. For every full £5 spent in one transaction you will earn 25 points, and you will earn extra points for every £1 you spend thereafter. Once you've earned 500 points you'll have £5 to spend in the shops/café.

## MyCard Gift Aid

If you are a tax payer and are donating stock to one of our shops, you can sign up for MyCard Gift Aid. This means that for every £1 we raise from the sale of your goods, we can claim a further 25p from HM Revenues and Customs at no cost to you.



## MyCard Loyalty Terms and Conditions

- MyCard is operated by Dove House Hospice. Registered charity number 509551. Registered address: Dove House Hospice, Chamberlain Road, Hull, HU8 8DH.
- These terms and conditions govern the use of MyCard and set out the terms between Dove House Hospice and you the customer relating to the loyalty reward points scheme.
- To register for MyCard the applicant must complete in full the registration form before a MyCard can be issued and activated. By signing the form you are confirming that all details given are true.
- MyCard applicants must be over the age of 16 years and reside in the UK.
- Your MyCard is personal to you and therefore is not transferable.
- All MyCards issued remain the property of Dove House Hospice and therefore must be surrendered or destroyed if we so request.
- Any lost, stolen or damaged MyCards will be removed from the scheme as soon as we have been notified in writing at Dove House Hospice MyCard, Chamberlain Road, Hull, HU8 8DH.
- A new card will be issued on request and must be activated at any shop in person by you the customer, any unused loyalty reward points will be transferred to your new MyCard.
- Dove House Hospice will not be held liable for any loyalty reward points used before notification request for a new MyCard and before activation of the new card.
- Dove House Hospice reserves the right to terminate your MyCard and cancel any loyalty reward points for any misuse of the card under these terms and conditions.
- Dove House Hospice reserves the right to terminate any MyCard account which has not been used for a period of 12 months.
- Purchases without the presence of your MyCard will not earn loyalty reward points.
- Any stock returns accepted via our standard returns policy paid by loyalty reward points will be refunded via a credit voucher to the amount of loyalty reward points used on the original purchase. Any remaining refund will be issued via the original payment type.

## Collecting Loyalty reward points

- The loyalty reward points are valid in all Dove House Hospice shops (excluding Humber Wood Recycling Project and the Humberfield Re-use Shop), Dulcie's Cafe and at the hospice reception on Chamberlain Road.
- Loyalty reward points are not rewarded for any fundraising activities, tombolas, raffles or cash donations.
- Points will be added to your account after the first full £5 spent, 25 points for £5 and 5 points for every £1 thereafter. For example a purchase of £5.50 will earn you 25 loyalty points, a purchase of £6.50 will earn you 30 loyalty points and so forth.
- Points will be added to your account only at the time of purchase with a valid MyCard.
- In circumstances of failure of our electronic point of sale system, or any other system failure, points will not be added after the failure has been corrected.
- The limit to points earned before redeeming is 5000 points the equivalent to £50 spend. This is the maximum amount which will be saved to your account, at any one time.
- Any points held for more than 2 calendar years may be subject to deletion.

## Redeeming your loyalty reward points

- Loyalty reward points cannot be redeemed for cash.
- Loyalty reward points redeemed for goods will be limited to donated stock items, trading stock items (new bought in goods), refreshments (Dulcies Cafe) and Your Charity Lottery products.
- Loyalty reward points cannot be redeemed against any fundraising activities, tombolas, raffles etc. or purchases made at Humber Wood Recycling Project or the Humberfield Re-use Shop
- Only multiples of 500 points can be redeemed against purchases. This is the equivalent of £5.

**Dove House Hospice MyCard reserves the right to change or amend any of the above terms and conditions without warning. Any changes to these terms will be available on our website.**

## I would like to register for:

MyCard Loyalty  MyCard Gift Aid\*  Both\*

*\*Please note you can register for MyCard Gift Aid without donating any items to save time when you do decide to donate. Please read and sign the declaration below.*

Title:  First Name:

Surname:

Address:

Post Code:

Home Number:

Mobile Number:

Are you happy to receive information about MyCard, the hospice and fundraising via text? Please tick:

Email:

Are you happy to receive information about MyCard, the hospice and fundraising via email? Please tick:

If you do not wish to receive marketing communications from us in the future, tick here:

*giftaid it*

## By registering for MyCard Gift Aid you confirm that:

I want to Gift Aid my current donation and any donations I may make in the future or have made in the past 4 years to Dove House Hospice.

I will notify Dove House Hospice of any change in my personal circumstances, such as name and address, or that I no longer pay UK Income or Capital Gains Tax or I wish to cancel the declaration.

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Signature:

Date:

For information about how we use your data please see overleaf.

## Contact Information

For more information about MyCard please contact us at:  
Dove House Hospice MyCard  
Chamberlain Road, Hull  
HU8 8DH  
Telephone: 01482 785762  
Email: [mycard@dovehouse.org.uk](mailto:mycard@dovehouse.org.uk)



## Privacy Notice and Contact Preferences

Thank you for supporting Dove House Hospice Limited (Dove House) by signing up to MyCard. For more information about how your data is used, please see our Privacy Policy at [www.dovehouse.org.uk/privacy](http://www.dovehouse.org.uk/privacy), or call (01482) 785751 for a hard copy.

## Agency Agreement

By ticking the box overleaf and signing up to MyCard Gift Aid you are agreeing that:

- You are appointing Dove House Trading Ltd to act as your agent on your behalf in attempting to sell or dispose of the goods that you bring into the shop. Where goods are sold, a commission of 1% of the sale price + VAT will be charged for this service and deducted from the proceeds of sale.
- You own all of the goods that you bring into the shop for sale, you obtained them in a legal manner and you are not acting as a business. You agree that neither Dove House Trading Ltd nor Dove House Hospice Ltd (and henceforth known as The Charity) will be responsible for any loss or damage to any goods brought into the shop for sale.
- You confirm that Dove House Trading Ltd is instructed as your agent, to donate the net proceeds from the sale of your goods to The Charity and that it is not necessary to write to you to confirm these donations, provided that the total value of these net proceeds has not so far in that tax year exceeded £1,000 (or such increased limit as specified by the HMRC).
- Once a sale is made that brings the total value of the net proceeds of the sale of your goods to more than £1,000 (or such increased limit as specified by the HMRC), we must first write to you to confirm your consent to those funds over and above the initial £1,000 being donated.
- You may notify us in writing at any time at the address stated to the right if you no longer want this arrangement to stand. Following any notification should you wish to ask for your money you must contact us in writing within 21 days of the notification.
- You are a UK tax payer and would like Dove House Trading Ltd to make donations to The Charity on your behalf and you would like all donations that you make, or have made in the last four years, to be treated as Gift Aid donations (until you notify us otherwise or this agreement is terminated). You confirm that you have paid at least 25p income tax or capital gains tax in the UK during the applicable tax year for each £1 that you have donated in that tax year to all charities and Community Amateur Sports Clubs (CASCs). In order to cover the initial £1,000 that you have agreed to donate without further notification from us, you must have paid at least £250 income tax or capital gains tax in the UK during this tax year before you sign up to this agreement.
- If we are unable to sell any of your goods from the date on which you brought them into the shop, Dove House Trading Ltd is instructed, as your agent, to transfer ownership of those goods to The Charity who may then dispose of the goods.
- You will let us know of any change in your tax status and/or address and contact details.
- You waive the right to claim interest that may have accrued on any cash you decide to reclaim from the sale of the items.
- Either you or we may terminate this agreement at any time by written notice.
- We may vary the terms of this agreement at any time by written notice to you.
- You are a UK taxpayer and understand that if you pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all your donations it is your responsibility to pay any shortfall.
- We must write to you at the tax year end via letter or email of the total value of the net proceeds of the sale of your goods.



dovehouse  
hospice

caring for people with a life limiting illness



# WELCOME TO MY CARD

Your easy way to support Dove House Hospice and earn reward points whilst you shop!

