



Marceline Privée – Terms & Conditions

Effective Date: 1st September 2025

These Terms & Conditions outline the rules and benefits of the **Marceline Privée** loyalty programme (“the Programme”), operated by **Marceline** and **Hovarda**. By joining the Programme, you agree to the following:

1. Eligibility

- The Programme is open to individuals aged 18 or over who book at **Marceline** for business or social purposes.
 - Participants must register using the email address associated with their bookings. This email will be used to track rewards across both venues.
 - Only bookings made via SevenRooms or with our Events Team with your registered email address are eligible.
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2. Earning Points

- Members earn **£1 in points per guest** who attends a completed booking at Marceline.
 - Points are awarded based on the final attended guest count, as recorded in our reservation systems.
 - Points may be accrued across multiple bookings, regardless of group size.
 - Points will only be awarded once the booking has taken place and been verified by the venue.
 - **Points cannot be claimed retroactively for bookings made before joining the Programme** or bookings made using an unregistered email address.
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3. Redeeming Points

- Points are redeemable once a minimum of **£50** has been earned.
 - Redemptions must be requested via email to hello@marceline.london and are issued in the form of **vouchers for use at either Marceline or Hovarda only**.
 - Vouchers are non-transferable and **cannot be exchanged for cash**.
 - Points have no monetary value until converted into a voucher by request.
 - Members may choose to save their points beyond the £50 threshold to redeem a larger reward.
 - **Vouchers cannot be used in conjunction with any other offer, promotion, or discount.**
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4. Additional Privileges

Members of Marceline Privée may also enjoy:

- A **complimentary birthday celebration** (show birthday meal email to your server – valid for 3 weeks from receipt of email, booking required, subject to availability)
 - Invitations to **exclusive showcases, tastings and private events**
 - Bonus rewards when bringing guests to qualifying showcases, tastings and private events
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5. Account Use & Data

- Members agree to receive loyalty-related emails, including reward updates, offers, and event invitations.
 - Members may unsubscribe at any time, but doing so may result in loss of access to Programme communications and benefits.
 - All personal data is handled in accordance with our [Privacy Policy](#).
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6. Limitations & Exceptions

- Points cannot be earned on bookings made through third-party platforms (e.g., FirstTable) or events agencies.

- Private hires or contracted events may require manual review to confirm eligibility.
 - Management reserves the right to refuse points for no-shows or cancellations.
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7. Modification or Termination

- Marceline and Hovarda reserve the right to modify, suspend, or terminate the Programme at any time without prior notice.
 - Any changes to these Terms & Conditions will be posted to the Programme website.
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8. Contact

For questions about your points, referrals, or redemptions, please contact:

hello@marceline.london