

Partner Reward January 2026 Terms and Conditions

These terms and conditions govern the TSB Switch & Stay campaign; participants who open a TSB Spend & Save account or Spend & Save Plus account within the promotional period and are deemed eligible by TSB may claim a choice of Reward. The Reward is a choice between (1) a £120 Hotel Voucher to use via www.en-gb.travelcredits.com or (2) 12 months' access to tickets to various leisure attractions and venues across the UK, via the National Activities Network (subject to restrictions detailed below). These terms and conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. Participants in this promotion agree to be bound by these terms and conditions. Please retain a copy for your information.

Promoter: TSB Bank Plc

Administrator: TLC Marketing Worldwide UK Ltd, 55 Baker Street, London, W1U 7EU.

1. Promotional Period:

- a) **Purchase period:** 19th May and before the switch offer is withdrawn by the Promoter.
- b) **Registration Period:** To be eligible for the TSB Switch & Stay Partner Reward in January 2026, you must first complete **all** of the £100 switch incentive conditions, as set out in the [TSB terms and conditions](#) and then, in December 2025, use your debit card to make 20 or more payments. At least 20 payments must have been taken from your account during December 2025, in order for you to qualify for a Reward (see the [TSB terms and conditions](#) for more information).

2. Eligibility:

- 2.1 This promotion is open to UK residents aged 18 or over, excluding employees and the immediate families of the Promoter, its subsidiaries, other group companies, its agents, or anyone else professionally connected with this promotion, including without limitation the Administrator.
- 2.2 Maximum of 1 Reward per person.
- 2.3 You must have completed all of the conditions set out in the [TSB terms and conditions](#).

3. The Reward:

- 3.1 If you satisfy the eligibility criteria, you will be able to choose from (1) £120 credit towards a hotel booking or (2) 12 months' access to single use entry tickets to various leisure attractions and venues across the UK, as further described in paragraphs 5 and 6 (the "Rewards" and each, a "Reward").
- 3.2 No cash or other alternative Reward will be provided in whole or in part, except that in the event of circumstances outside of its control, the Promoter reserves the right to substitute a similar Reward of equal or greater value. The Rewards are not for re-sale, cannot be auctioned or exchanged and are not transferable or redeemable for cash. Each Reward cannot be used in conjunction with any other offers and does not have any monetary value.

4. How to claim your Reward:

- 4.1 If you meet the eligibility criteria, in January 2026 you will receive an email from the Administrator containing a unique code and details of how to claim your Reward.
- 4.2 Within 60 days from the date of the Administrator's email, you'll need to visit www.tsbswitchreward.co.uk and register to claim your chosen Reward. You must provide the following information:
 - i Full name
 - ii Current valid email address
 - iii Unique code

You will not be asked for your sort code and account number.

- 4.3 If your claim is approved, within 3 working days of registration, you'll receive an email from the Administrator to the email address you provided at registration, with details of how to access your chosen Reward.
- 4.4 If your claim is deemed invalid, you will be notified via email and you can attempt to claim again.



5. **£120 Hotel Voucher: terms and conditions:**

- 5.1 You will receive a username and PIN by email (to the email address you provided at registration), which you must use to access hotels listed on the Travel Credits website: **www.en-gb.travelcredits.com** and redeem your Reward.
- 5.2 This Reward is valid for 12 months from the date you receive the Administrator's email containing your username and PIN.
 - i You will be able to browse the listed hotels and once you have selected a hotel and room, provided you use the correct username and PIN, £120 will be automatically deducted from the total amount payable during the booking process.
 - ii You must input your full name, email address, contact number, full postal address and payment details. Once the booking has been processed, you will receive a booking confirmation to the email address you provided.
- 5.3 If you are booking a hotel stay which costs less than £120, no payment details will be required and you can use the remaining balance on another hotel booking. All bookings must be made within the 12-month period from the date you receive the Administrator's email containing your username and PIN.
- 5.4 Multiple vouchers cannot be used for the same hotel booking.
- 5.5 **Confirmation, changes and cancellation policy:**
 - i The Administrator has no contractual responsibility for hotel bookings, which will be subject to each hotel's applicable terms and conditions, which will be viewable on the Travel Credits website.
 - ii The booking confirmation will be sent to you by e-mail. If you do not receive a booking confirmation e-mail within 24 hours of placing the booking, you can contact TLC Customer Services by emailing **customerservice@travelcredits.com** and quoting your username.
 - iii It is expressly agreed that the data stored in the information systems of the Travel Credits website, or its partners shall constitute proof with respect to your booking(s). Data stored in computers or electronic media is valid proof and shall therefore be acceptable under the same conditions and with the same evidential value as a physical written document.
 - iv By making a booking, you agree to the relevant hotel's terms and conditions. It is your responsibility to check all information, including cancellation terms, before making a booking.
 - v If you are unable to attend a confirmed booking, you should inform the Administrator as soon as possible by sending an email to **customerservice@travelcredits.com** and quoting your username.
 - vi If you wish to cancel or amend a booking, you should contact TLC Customer Services as soon as possible through the 'Amend/Cancel' section found in 'My bookings' on the Travel Credits website or by sending an email to **customerservice@travelcredits.com** and quoting your username. All cancellations are final and if you have cancelled a booking, you will need to make a new booking.
 - vii Some bookings will be non-refundable. This will be set out in the relevant hotel's terms and conditions and will always be clearly communicated in the booking information available to you before making a booking. If you cancel a non-refundable booking, you will have no right to a refund or to receive any substitute offer, compensation of any kind or cash equivalent.
 - viii If you miss a scheduled booking and have not cancelled the booking in accordance with the relevant hotel's cancellation terms, you will be classified as a 'no show'. This means your booking will be cancelled by the hotel and you will have no right to any refund, substitute offer, compensation of any kind or cash equivalent.
- 5.6 Any tax liability arising from receipt of the Reward will be your responsibility.
- 5.7 All bookings are subject to hotel availability.
- 5.8 This Reward cannot be used in conjunction with any other offers.

6. **12 Months' Access To Activity Tickets: terms and conditions:**

- 6.1 You will receive a unique code and URL to the National Activities Network (the "**Network**") website, by email (to the email address you provided at registration), which you must use to browse the Network website and claim single use entry tickets to various leisure attractions and venues across the UK, subject to the following restrictions:
 - i **Category A Venues:** These venues are clearly listed on the Network website. You may claim one free ticket to a Category A venue in each 30-day period. You will not be able to claim a ticket to another Category A venue within the same 30-day period. After the 30-day period has elapsed, you will be able to access Category A venues again and claim another ticket to a Category A venue.
 - ii **All other venues:** You can claim as many free tickets as you like to these venues within the 12-month period, but you can only claim one free ticket to each venue in any seven (7) day period. After each seven (7) day period has elapsed, you can claim another ticket to that venue. You can claim tickets to these venues and still claim a Category A venue ticket once every 30 days.
- 6.2 This Reward is valid for 12 months from the date you receive the Administrator's email containing your unique code.
- 6.3 Individual terms and conditions apply for each venue in the Network, which can be viewed on the Network website and will also be stated on your ticket. The venue terms and conditions are beyond the control of the Administrator and the Promoter, and form part of these terms and conditions.

6.4 Using the Ticket:

- i Once you've selected a venue, you must confirm your details (full name and valid email address) and you will automatically receive an email with a ticket and instructions on how to use the ticket.
- ii **All tickets must be used within 14 days of receipt from the Network website.**
- iii Tickets cannot be used in conjunction with any other offer, promotion or discount.

6.5 Tickets are single use only and cannot be used in conjunction with any other offers or promotions.

6.6 Once a Ticket has been selected on the Network website, it is your responsibility to complete the relevant booking process. Booking procedures may vary depending on the venue and subject to promotional availability.

6.7 The cost of travel to and from your chosen venue, and all other costs and expenses you incur, including but not limited to additional tickets, food and drink, are excluded.

6.8 The list of venues is subject to change.

6.9 If you are visiting a venue alone and have claimed a free ticket via the Network, your entry will be free. If visiting a venue as part of a group or family, only 1 ticket claimed via the Network can be used and other members of the group or family will have to pay the full entry fee. For the avoidance of doubt, groups or families cannot use multiple tickets claimed via the Network for the same excursion.

6.10 Tickets are geographically limited. They can only be used at participating venues on the UK mainland, meaning England, Scotland and Wales. Participating venues may change from time to time.

6.11 Neither the Administrator or the Promoter accepts any liability for lost, stolen or damaged tickets. Lost or stolen tickets will not be replaced. Only original tickets will be accepted, and photocopies will be rejected. Tickets must be redeemed and surrendered upon entry to the venue.

6.12 Venues reserve the right to change their operating hours. Certain activities might not be available at some venues due to seasonality. Each venue is subject to promotional availability.

6.13 The Administrator and the Promoter accept no responsibility for any selected tickets that are incomplete, misdirected, illegible, corrupted, lost, damaged, delayed or fail to reach you from the Network website due to technical reasons or otherwise. Any such claims will not be accepted. Proof of sending or downloading will not be accepted as proof of delivery.

6.14 Tickets are not for re-sale, re-distribution, cannot be auctioned or exchanged, and are not transferable or redeemable for cash.

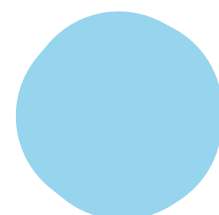
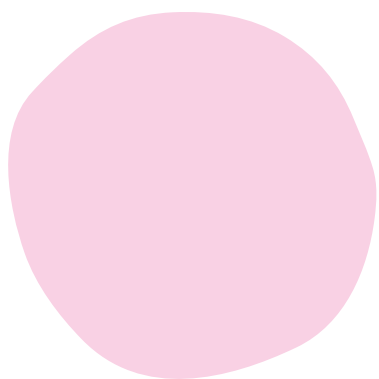
6.15 Only venues listed on the Network website are included in this promotion. Tickets cannot be exchanged for tickets at venues which are not participating in this promotion.

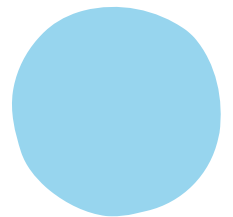
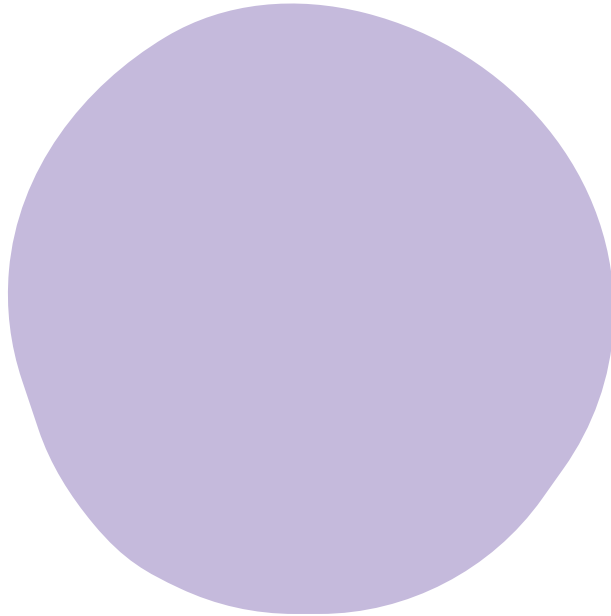
6.16 Venue Specific Exclusions

Diggerland – The ticket allows for one free entry with another paying adult.

- 7. Participating in this promotion, including carrying out the steps set out in paragraphs 4 to 6, is deemed acceptance of these terms and conditions.
- 8. It is your responsibility to provide correct, up-to-date details when participating in this promotion and claiming your Reward. The Administrator accepts no responsibility for you failing to supply accurate information which affects your claim for a Reward.
- 9. The Administrator accepts no responsibility for any claim for a Reward that is incomplete, misdirected, illegible, corrupted, lost, damaged, delayed or fails to reach the Administrator and any such claims will not be accepted. Proof of sending will not be accepted as proof of delivery.
- 10. Claims will be deemed invalid if (including but not limited to) you:
 - a) Do not meet the eligibility requirements, as set out in the **TSB terms and conditions** and these terms and conditions.
 - b) Reside outside of the UK.
 - c) Have failed in any way to otherwise comply with these terms and conditions and the TSB terms and conditions as determined by the Promoter and Administrator each in their sole discretion.
- 11. The Administrator reserves the right to investigate and undertake any such action, as is reasonable, to protect itself against fraudulent or invalid claims including, without limitation, to require you to provide further verification such as proof of purchase and ID (passport, driving licence or equivalent).
- 12. If you make a claim on someone else's behalf, the Administrator has the discretion to reject that claim.
- 13. Claims (bulk or otherwise) made from trade, consumer groups or third parties will not be accepted. Claims made by macros or other automated means (including systems which can be programmed to enter) and claims which do not satisfy the requirements of these terms and conditions in full will be rejected.
- 14. The Administrator reserves the right to reject those claims which it considers, in its absolute discretion, are fraudulent or invalid.
- 15. Any additional costs which you may incur when using your Reward (such as travel expenses and ticket upgrades) must be paid by you separately.

16. Insofar as permitted by law, the Promoter and/or Administrator, their associated companies, agents or distributors will not in any circumstances be responsible or liable to compensate you or any other party, for any personal loss, expense or damage in connection with this promotion or accepting or using your Reward, except for any liability which cannot be excluded by law (including personal injury, death and fraud) in which case that liability is limited to the minimum allowable by law. Neither can they guarantee the quality and/or availability of the services offered when using the Reward and cannot be held liable for any resulting personal loss or damage. Your statutory rights are unaffected.
17. In the event of circumstances outside the Promoter's reasonable control, or where fraud, abuse, and/or an error affects or could affect the proper operation of this promotion or the awarding of Rewards and only where circumstances make this unavoidable, the Administrator reserves the right to cancel or amend the Rewards or these terms and conditions, at any stage, but will always endeavour to minimise the effect to you in order to avoid undue disappointment.
18. The Promoter and Administrator have no control over internet or communication networks and are not liable for any problems associated with them due to traffic congestion, technical malfunction or otherwise. The Promoter and Administrator will not be held liable to any individual for any fraud committed by any third party nor for any event beyond its control including, but not limited to, user error and any network, computer, hardware or software failures of any kind which may restrict, delay or prevent a participant's participation in this promotion.
19. This promotion is administered by TLC Marketing Worldwide UK Ltd. You can contact TLC via the contact us [here](#):
20. The Promoter's decision is final with regard to all promotional matters.
21. If any of these paragraphs should be determined to be illegal, invalid or otherwise unenforceable then it shall be severed and deleted from these terms and conditions and the remaining paragraphs shall survive and remain in full force and effect.
22. The Promoter and Administrator will only use the personal details you supply for the administration of the promotion and for no other purpose. All data obtained will be held by the Administrator who is responsible for fulfilling the Reward. Any data captured in the fulfilment of the promotion by the Administrator will only be used for validation of entries with your consent. It will not be used for marketing purposes. Personal details will at all times be kept confidential. Data will be held in accordance with current Data Protection legislation and will be stored for 3 months from the promotion end date, after which it will be deleted. To understand how the Administrator uses and protects personal data, please visit <https://www.tlcworldwide.com/privacy-policy/> to view the Administrator's privacy policy. You can request access to your personal data, or have any inaccuracies rectified, by sending an email to lets.talk@tlcmarketing.com. By participating in the promotion, you agree to the use of your personal data as described above.
23. These terms and conditions and any question concerning the legal interpretation of these terms and conditions will be governed by the laws of England. Any disputes must be referred to the English courts unless the relevant participant lives in another part of the UK, in which case the participant's local courts will have jurisdiction.





Need some extra help to do your banking? This might be due to physical or mental wellbeing or a life event. We're here to support you. Let us know what you need by calling **03459 758 758**, chat to us in the Mobile Banking App, or visit us in branch. This information is available in large print, Braille and audio. Ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week).

If you have a hearing or speech impairment you can call us using the Relay UK service. Type '**18001**' before entering our telephone number. A member of the Royal National Institute for Deaf People will join the call to speak with us as you send and receive text messages. Please visit www.relayuk.bt.com to read how they manage your data.

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 203 284 1575**. Calls may be monitored or recorded.

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