

TSB Hotel Voucher Terms and Conditions.

By claiming the Hotel Voucher, you're agreeing to the terms and conditions of this offer.

Please take a few minutes to read these terms and conditions and keep a copy for your records.

The terms of this offer start on 30 September 2026 and will last until 30 September 2027.

In these terms and conditions, "TSB", "we", "we'll", "us" and "our" means TSB Bank plc, Henry Duncan House, 120 George Street, Edinburgh EH2 4LH, registered in Scotland No. SC095237. TSB are the promoter of this voucher offer but it's provided by TLC Marketing Worldwide UK Ltd ("TLC").

£120 Hotel Voucher

This offer entitles you to £120 credit towards a hotel booking made via the Travel Credits website: www.en-gb.travelcredits.com

The Hotel Voucher cannot be exchanged for a cash alternative, bought, sold, or traded in any way.

Any offer or discount you participate in will be between you and the relevant participating hotel, and not between you and TSB. If you have any issues with any offer or discount you should contact customerservice@travelcredits.com

Who is eligible?

To be eligible for the Hotel Voucher, you must:

- be a UK resident aged 18 or over;
- hold an active TSB product; and
- have received an email from TSB, with details of how to claim your Hotel Voucher.

We do not accept any responsibility if you are not able to claim the Hotel Voucher.

How do I claim my Hotel Voucher?

The email you received from us contains details of how to use your Hotel Voucher. You'll have 60 days from the date of that email to register for your Hotel Voucher and 12 months from the date of that email to use your Hotel Voucher to make a booking at your chosen hotel.

TLC terms and conditions

This offer is subject to TLC's terms and conditions, which can be found [here](#).

- All bookings will be subject to each hotel's terms and conditions, which will be viewable on the Travel Credits website. 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.
- Some bookings will be non-refundable, in the event you need to cancel. 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 miss a scheduled hotel booking without having cancelled it, you'll have no right to any refund.
- All bookings are subject to hotel availability.
- The Hotel Voucher cannot be used in conjunction with any other offers and multiple vouchers cannot be used for the same hotel booking.



General terms and conditions

- TSB will not be liable for any failure on the part of the relevant participating hotel to provide a discount or for any shortcoming on their part in relation to this offer.
- We will not be responsible for any direct or indirect loss or damage occurring in connection with or as a result of this offer.
- Nothing in these terms and conditions is intended to exclude or limit our responsibility for:
 - death or personal injury caused by negligence;
 - fraud; or
 - any liability that cannot be excluded or limited by law.
- Our decision about any aspect of this offer is final and binding and we won't enter into any correspondence about it.
- Any question about what these terms and conditions mean will be decided based on:
 - Scots law (and only the Scottish courts would be able to settle any disputes) if your address is in Scotland;
 - Northern Irish law (and only the Northern Irish courts would be able to settle any disputes) if your address is in Northern Ireland; and
 - English law (and only the courts of England & Wales would be able to settle any disputes) if your address is elsewhere.

TSB Hotel Voucher and Data Protection

- TLC's Privacy Notice governs the relationship between you and TLC in relation to claiming your Hotel Voucher and TLC's processing of your personal data.
- You can request your right to subject access, rectification, restriction, erasure or portability by sending an email to privacy@tsb.co.uk. You can also contact our Data Protection Officer (DPO) at this email address.
- If you are unhappy about how we've used your personal information you can complain at any time to the Information Commissioner's Office. They're the supervisory authority for data protection in the UK. You can find their contact details at ico.org.uk

TSB and TLC are committed to protecting and respecting your privacy and security. TSB may use information about you that we receive from TLC, to check if you have received your Hotel Voucher. You can find out more about how TSB use your personal data in our privacy notice. TLC's Privacy Notice sets out the basis on which any personal data which TLC collects from you in relation to the TSB Hotel Voucher offer will be processed by TLC. Click [here](#) to view TLC's Privacy Policy.

Click [here](#) to see how TSB use your personal data, and TSB's Privacy Notice.

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.

TSB Bank plc Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registration No. 191240. TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service.