



Member Benefits Policy

These Terms and Conditions (the "Terms") (together with the documents referred to herein) sets out the contractual terms for customers of Coop Mobile who are also members of Channel Islands Coop who may benefit from their 10% off shopping voucher for each month they are a customer of Coop Mobile from The Channel Islands Co-operative Society Limited (the "[Society](#)" or the "[Channel Islands Coop](#)").

These Terms may change from time to time and without prior notice. Such changes will supersede and cancel our previous agreements in relation to the 10% off shopping voucher offer. If a customer does not agree to be bound by these Terms, the Society will be unable to make this offer to the customer.

1. General

1. The 10% off shopping voucher, as outlined on the Coop Mobile website, are made available to customers who subscribe to a Coop Mobile plan and are a member of Channel Islands Coop.
2. Coop Mobile reserves the right to withdraw, amend or substitute the 10% off shopping voucher offer at any time without prior notice.
3. The 10% off shopping voucher is only available to customers of Coop Mobile who subscribe to a Coop Mobile plan in a month, who are also members of Channel Islands Coop.
4. The 10% off shopping voucher is valid for in-store sales and can only be used for one shopping transaction in a month where the voucher must be presented and given to the Coop colleague in the store.
5. 10% off shopping vouchers are only valid for the month they are issued for. If you do not use your 10% of shopping voucher within that month it will expire. A new 10% off shopping voucher will be issued for each month subscription.
6. Coop Mobile's decision is final, and no correspondence will be entered into.
7. These Terms are governed by the laws of Jersey and Guernsey
8. The 10% off shopping voucher cannot be used in addition to any other vouchers that may be given by Coop Mobile or The Channel Islands Co-operative Society Limited.

2. About us

1. Coop Mobile is the trading name of Offshore Leisure Limited, a company incorporated in Jersey with number 77830 and having its registered office at 57 Don Street, St Helier, Jersey, JE2 4TR. Offshore Leisure Limited is a wholly owned subsidiary of The Channel Islands Co-operative Society Limited. The Society is registered under the Industrial & Provident Societies Act 1965 - 1978 (Industrial & Provident Societies (Channel Islands) Order 1965 - 1978) and have our registered office at Co-operative House, 57 Don Street, St Helier, Jersey JE2 4TR. The Society is registered with the Mutuals Section of the Financial Conduct Authority in the United Kingdom (Number 14672R). The Financial Conduct Authority acts as Registrar for Industrial & Provident Societies (Co-operatives).
2. To contact us, for the Channel Islands Coop please visit the contact us page on our website or call us on 01534 879 822 or 01481 231 155, for Coop Mobile please visit the contact us page on our website or call us on 01534 680 068 or 01481 200 200.

3. Who is eligible?

1. Customers of Coop Mobile who have an active plan subscription and who are also members of Channel Islands Coop.

4. How to participate

1. To participate in the 10% off shopping voucher offer, a customer must have an active Coop Mobile plan subscription and are a member of Channel Islands Coop.
2. The customer must present their 10% off shopping voucher and hand this to the cashier when using it against their shopping.
3. Exclusions apply - non qualifying purchases are:
 1. Fuel
 2. Tobacco
 3. Gift Vouchers
 4. Guernsey Electricity Key Card
 5. Home Delivery Charges
 6. Lottery Tickets
 7. Parking Paycards
 8. Coop Mobile plans and Sims
 9. Coop Travel e-Sims

10. Pay as you go SIM and Top up cards (Airtel, JT & Sure)
 11. Petrol
 12. Postage Stamps
 13. School Bus Tickets
 14. Recycling bag labels (in Guernsey)
 15. Pharmaceutical related prescription charges, private prescriptions, SPS co-payment
4. The customer can only use their voucher once during the term of their plan. Each voucher is only valid for one month.
 5. Coop Mobile does not accept liability for any errors on till transactions, self-service till errors, discrepancies on promotional offers, system failures, network errors, website unavailability, hacks on the system, personal computer issues or any other issue out of our reasonable control.
 6. This offer cannot be used with any other voucher (E.g. Fuel vouchers or dividend vouchers).
 7. Colleague Discount cards cannot be used in conjunction with this offer.

5. Data protection

1. During the process, we will collect, store and process data in accordance with our [/your-society/your-rights/privacy-notice/] Privacy Policies.
2. Personal data that you provide to us, for example your name and contact details, are processed in order to communicate with you during the Member application process, or to help resolve any queries you may have with your Share account.

FAQs

What is the 10% off shopping voucher offer?

Customers who take out a Coop Mobile plan and are a member of Channel Islands Coop will receive a 10% off shopping voucher to use against a shop during the term of their plan.

How does it work?

When taking out a plan, customers will receive a 10% off shopping voucher to use once during the term of their plan when they link their member number.

Is this for all customers and or members?

No. This offer is only open for customers of Coop Mobile who take out an active Coop Mobile plan and are a member of Channel Islands Coop.

Are there any items the discount doesn't apply to?

There are some items that are excluded from the 10% off shopping voucher offer. These include:

- Fuel
- Tobacco
- Gift Vouchers
- Guernsey Electricity Key Card
- Home Delivery Charges
- Lottery Tickets
- Parking Payments
- Coop Mobile Plan and Sims
- Coop Travel e-Sim
- Pay as you go SIM and Top Up Cards (Airtel, JT & Sure)
- Petrol
- Postage Stamps
- School Bus Tickets
- Recycling bag labels (In Guernsey)
- Prescriptions
- SPS Charges

Can I use other vouchers including fuel vouchers alongside this?

This offer cannot be used alongside other vouchers

Will I still get my Dividend?

If you are a member of Channel Islands Coop you will also earn dividend on eligible purchases.