

Price Promise at Center Parcs Nuance group – Terms and Conditions

What do I do if I find an item cheaper elsewhere?

- Talk to a member of our team in store and, if our team agrees that your item meets the relevant criteria, we will happily match the price when you buy the item from us.
- If you have already bought the item, come back to see us before you go home (with your receipt) and we will refund the difference if your item is eligible.
- Our Price Promise is only available to guests whilst staying on the village and any refund claim must be made before you go home.

What do we mean by UK high street competitors?

- Our high street competitors trade from stores on a high street or comparable shopping destination which are freely open to the public on the UK mainland. They stock a reasonable range of goods for customers to buy and take away, with clearly displayed prices.
- They have an online store against which we can check our prices and their websites must trade under the same brand and on the same basis as their high street shops.
- Businesses that trade on a different basis to us are not deemed to be comparable high street competitors, including stores that operate only on the internet or through mail order, showrooms attached to internet-only companies, collection points, auction sites, membership clubs, duty free shops, market stalls or home shopping channels.
- We don't price match competitors who are in administration or closing down.

Which prices do we match?

- The competitor's prices need to be publicly available to all customers in their store and displayed on their website so that we can check the price.
- The price must be for a new, identical product of the same make, model, colour and size, and be available.
- If there are differences, including, but not limited to: pack size & weight, format, packaging, colour, flavour or variety, then the products are not comparable.
- We do not accept refund claims in instances where you have found a lower priced product which has been discounted in a sale, where the lower price is due to a discounted promotional voucher or where the item is part of a bulk/case deal.

Our Rights

- We reserve the right to withhold any Price Promise refund where we suspect that any false or fraudulent claim is being made or when our goodwill is being abused.
- We reserve the right to remove individual comparable products from our Price Promise.
- We reserve the right to withdraw our Price Promise or update/amend these terms and conditions at any time.
- Promoter: The Nuance Group (UK) Limited, 4 New Square, Bedford Lakes, Feltham TW14 8HA.
- If you have any questions, please speak to a member of our team in store.
- This offer is not open to Dufry and Center Parcs employees

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