

TYFC – NEW REWARD SCHEDULE

Please provide details about all new rewards and changes to existing rewards.

REWARD 1	
PROPOSED REWARD TITLE <i>This starts with name of supplier. Ensure name of supplier is referenced once. Max 120 characters, inc. spaces.</i>	SUPPLIER NAME - Two Michelin star Alex Dilling at Hotel Cafe Royal - 3 course lunch / dinner with welcome champagne for two
DELIVERY RESTRICTIONS <i>Please specify where the reward can be delivered/any delivery restrictions. Eg UK mainland only, Northern Ireland.</i>	NA
FULFILMENT OF THE REWARD <i>Summarise the process that'll be used to despatch the reward to our clients, inc. any 3rd party businesses eg mailing houses who'll be involved in the gift fulfilment (excluding couriers).</i>	Please email reservations@alexndilling.com - noting when you would like to make a reservation. Please include "Coutts" in your email subject line, in the body of your email please advise of any dietary requirements, please note the restaurant is closed on Sunday and Monday.
INFO REQUIRED TO FULFIL REWARD <i>Please specify the client information you need to fulfil/deliver the reward to our clients. As per GDPR requirements, do not request any unnecessary information that will not be used.</i>	Client name: <input type="checkbox"/> Client email address: <input type="checkbox"/> Client phone number: <input type="checkbox"/> All of the above Client to provide any dietary requirements at time of booking
STOCK LIMITS <i>Are there limits on volume of rewards available to order?</i>	NO
TIMESCALE RESTRICTIONS <i>Are there restrictions on when this can be available to clients?</i>	Tuesday to Saturday dinner and Saturday lunch - not in December.
REWARD INFORMATION <i>This is a description of the reward that our clients will read which summarises what they'll receive.</i> <i>Please see appendix 1 for reward guidelines. Descriptions must be factually correct and written in plain English. Avoid technical jargon/gobbledygook and any overt claims. All references to 'award-winning' must reference the name/date of the award which must have been won in past 12 months. Ensure there are no references to 'us' 'our' 'we' (these are only used when referring to Coutts).</i> <i>1,000 characters max, inc spaces. This is one block of text - we can't use bullet points or format the text.</i>	Enjoy a glass of champagne before you begin your 3 course menu by 2 Michelin star chef Alex Dilling at Hotel Cafe Royal. Situated on the first floor of Hotel Cafe Royal, this tranquil and elegant restaurant has views of the iconic Regent Street curve. *Tea / coffee petit fours, water and service included. Restaurant address - 68 Regent St, London W1B 4DY
WHAT CLIENTS NEED TO KNOW <i>Please detail the terms of the reward that the client needs to know before selecting it eg voucher expiry dates, delivery exclusions, when clients can expect to receive the reward, allergy information, reference to substitutions, whether exchanges/refunds can be accepted etc.</i> <i>Please also populate the wording in red for all physical/ voucher-based rewards, which is output in our terms as standard.</i> <i>1,000 characters max, inc. spaces. Urls must be output in full. Bullets can be used but require a #</i>	# Reward will be supplied directly by Alex Dilling at Hotel Cafe Royal . Details of their privacy notice can be found at [alexndilling.com] # Rewards redeemed are subject to TYFC T&Cs available at coutts.com/tyfcterms and once selected, they cannot be cancelled, amended exchanged or returned. # Reservations would be confirmed within 4 working days, please note the restaurant is closed Sunday and Monday. ## [Alex Dilling at Hotel Cafe Royal] 's T&Cs apply and can be viewed at [alexndilling.com] . #Any additional beverages or courses are chargeable
IMAGE FILE NAME <i>Image must be 960x960px and 2-3Mb in size. Image must be sent as attachment. We can't accept images via We Transfer.</i>	Alex Dilling sample dish

RRP: £ 347.30 <i>State RRP of item</i>	COST TO COUTTS: £260.47 <i>State cost of item to Coutts</i>	DISCOUNT APPLIED: 25 % <i>Confirm % discount applied</i>	TOTAL COST: 260.47 Amount at 20% VAT: £52.09 Amount at 0% VAT: £0 <i>Total cost to Coutts inc. VAT & delivery</i>
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FOR BANK USE ONLY	
CROWN VALUE:	
REWARD CATEGORY:	
REWARD GO LIVE DATE:	
REWARD REVIEW DATE:	
REWARD ARCHIVE DATE:	
MAX REWARDS AVAILABLE:	
ORDER CONFIRMATION EMAIL TEMPLATE:	Physical/Voucher/Charity/Bespoke
PARENT/CHILD OPTION REQUIRED:	Yes/No
IMAGE FLAG REQUIRED?	LIMITED OFFER/THIS IS NEW/LIMITED AVAILABILITY/ORDER BY/LIMITED STOCK
END-TO-END JOURNEY APPROVED:	Yes/No
IS REWARD VOUCHER-BASED/IMPACT TO PO GOVERNANCE?	
SUPPLIER CONTACTS (IF NEW SUPPLIER)	
CLIENT JOURNEY APPROVER:	Shelley Blackman/Alison Dickson

APPENDIX 1 – REWARD DESCRIPTION GUIDELINES

IT'S IMPORTANT TO REMEMBER...

- THANK YOU FOR COUTTS is the Bank's client reward programme – whilst the supplier will review/approve their reward descriptions, Coutts own the content.
- The reward description shouldn't make the reader cringe or feel bamboozled with jargon or gobbledygook.
- Descriptions must meet the ASA standards of clear, fair or not misleading - there should be no overt, unsubstantiated or incorrect claims, or statements that claim to guarantee something which can't be guaranteed or that don't fit with the Bank's purpose and which may lead to client complaints.
- All references to 'award-winning' must state the award and date it was won (which must be within the past 12 months).
- If the description doesn't make sense to us, it won't to our clients.
- All copy should be precise - no waffle or unnecessary information - and written in plain English. Don't use words to try and impress.
- References to 'we', 'our', 'us' etc must only refer to Coutts.
- The supplier's name should be used instead of words like 'their' or 'they' or 'the supplier'.
- The reward heading must only reference the name of the supplier once.
- The description of the reward must clearly describe what the client will receive upfront. Where appropriate and if space allows, information about the brand can follow.
- The terms of the reward must only include details of what the client needs to agree to.

- There must be no duplication of information between the description and the terms.
- Spelling and accuracy – nothing short of perfect will do.