

Please read these terms and conditions carefully before using the site or visiting our venues.

TERMS & CONDITIONS OF WEBSITE USE

Welcome to our website, Pizza Pilgrims, which is accessible via your computer or your portable hand-held device (the “Website”). The Website is the property of Pizza Pilgrims Ltd (“us”, “we” or “our” for short). We are registered in England and Wales under company number 08292290 and have our registered office at 23 Carnaby Street.

Our VAT number is 155436800. For the purposes of these Terms of Use “you” and “your” means you as the user of our Website.

To contact us, visit write to the address above.

We have set out the terms under which we are providing you with access to our Website and its products and services. These include the terms and conditions that govern:

your use of our Website (including the mobile optimised version of our Website accessible from your portable hand-held device);
your use of the services and products offered through our Website;
your rights to link to our Website; how we will use and protect information about you (see our separate “Privacy and Cookies Policy”) and
your obligations when uploading comments to our Website (see our “Content Standards” below).

Collectively these documents are termed as the “Terms of Use”.

We may change our Terms of Use from time to time. The revised Terms of Use will be available via the Website. You should check the Terms of Use regularly to ensure that you are happy with any changes. You will be deemed to have accepted any changes to the Terms of Use if you continue to access or use the Website.

USE OF THIS WEBSITE

These Terms of Use set out how you may use our Website. By accessing the Website, you agree to these Terms of Use. If you do not agree to these Terms of Use, you should not use the Website. You should read all the Terms of Use prior to using the Website. You should also save and/or print out a copy of these Terms of Use for future reference.

SPECIFIC TERMS

Our website may contain specific terms that are respective for the area you are contained within, if such terms exist they will be displayed where applicable. These terms only relate to the specific products or services mentioned. If there is a conflict between these general Terms of Use and the specific terms, the relevant specific terms will take precedence.

ACCESSING OUR WEBSITE

Our site is made available free of charge.

We do not guarantee that our site, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our site for business and operational reasons. We will try to give you reasonable notice of any suspension or withdrawal. Access to our Website is permitted on a temporary basis. We update our website regularly and so may change the content at any time without notice to you. We reserve the right to withdraw, vary or suspend the service at any time without notice. You are responsible for making all arrangements necessary to access this Website. You are also responsible for ensuring that all persons accessing our Website through your internet connection are aware of these Terms of Use. Please note that use of our Website is subject to your computer and/or portable device complying with our minimum standard technical specification and compatibility notice. You are advised to check this specification to ensure that your computer and/or portable device is compatible with our products and services and we shall not be liable for any failure arising in the Website which arises from incompatibility (including, without limitation, minimum storage and memory requirements from time to time).

RELIANCE ON INFORMATION POSTED

The content on our site is provided for general information only. Materials posted on our Website are not intended as advice and should not be relied upon as such. We therefore disclaim all liability and responsibility arising from any reliance placed on such information to the fullest extent permissible by local law.

Where we provide details of our food and drink menus, we make no promise that those details will be available in a particular venue on a particular day – all menus are subject to availability.

INTELLECTUAL PROPERTY

You may access, view and print out one copy of this Website and all information, images, and other content displayed on the Website (“Materials”) strictly in accordance with these Terms of Use.

You may only view, print out, use, quote from and cite the Website and the Materials for your own personal, non-commercial use and on the condition that you give appropriate acknowledgement where appropriate to Social Entertainment Ventures Limited. All intellectual property rights in and to the Website and the Materials are either owned by or licensed to us and your use of the Website and Materials is subject to the following restrictions. You must not: remove any copyright or other proprietary notices contained in the Materials; use any Materials from the Website in any manner that may infringe any copyright, intellectual property right or proprietary right of us or any third parties; or reproduce, modify, display, perform, publish, distribute, disseminate, broadcast, frame, communicate to the public or circulate to any third party or exploit this Website and/or the Materials for any commercial purpose, without our prior written consent.

TRADE MARKS

We expressly reserve all rights in and to the our domain name and all related domains and sub-domains, our trading name, our logo, service marks, trading

names and/or trademarks. Other trademarks, products and company names mentioned on the Website may be trademarks of their respective owners or licensors and the rights in such marks are reserved to their respective owners or licensors.

LINKING TO OUR WEBSITE

You may link to any page of the Website, for non-commercial purposes provided that you do so in a way that is fair and legal and which does not damage our reputation or take advantage of it. For the avoidance of doubt, the linking site must not contain any adult or illegal material or any material that is offensive, harassing or otherwise objectionable. You must not link to our Website in such a way as to suggest any form of association, approval or endorsement on our part where none exists. You must not remove or obscure by framing or otherwise, advertisements, any copyright notice, or other information published on the Website. Our Website must not be framed on any other site. Views and opinions expressed in user generated content linked from this Website are the opinions of those users and do not represent the views, opinions, beliefs our values and we accept no responsibility for such content. If you would like to link to our site for commercial purposes or any purpose not included above, please contact us. We reserve the right to withdraw linking permission at any time and without notice.

We are not responsible for viruses and you must not introduce them.

We do not guarantee that our site will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programmes and platform to access our site. You should use your own virus protection software.

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of-service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will cooperate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

JURISDICTION AND APPLICABLE LAW

The English courts will have jurisdiction over any claim arising from, or related to, a visit to our Site, Venue or use of our services. These terms of use and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

ORDERING THROUGH THE APPLICATION

This policy (together with any documents referred in it states the terms (the "Terms of Use") which apply when you use Our Web Application (the "Application") to order any menu items (the "Items").

Please read these Terms of Use carefully before ordering any Items from the Application. If you have any questions relating to these Terms of Use please contact us visit our Contact Page before you place an order.

If you are a consumer, you have certain legal rights when you order Items using the Application. You can find more information about these rights on the Citizens Advice website. Your legal rights are not affected by these Terms of Use, which apply in addition to them and do not replace them.

By using the Application, you confirm that you accept the terms of this policy and that you agree to comply with them. If you do not agree to these terms, you must not use the Application.

SERVICE AVAILABILITY

The availability of our Service is limited to the opening hours of our Restaurants and you may only order from within the location of the Restaurant. If you try to order from any location other than within the Restaurant or the Application is otherwise unavailable for any reason, we will notify you that ordering will not be possible.

ORDERS

When you place an Order through the Application, it needs to be accepted by us before it is confirmed. You will receive a notification to state your order has been accepted and will contain a reference number in relation to your order (the "Order Confirmation"). The contract for the supply of any Item you have ordered comes into existence when we send the Order Confirmation.

You are responsible for paying for all Items ordered using your mobile device, and for complying with these Terms of Use, even if you have ordered the Item for someone else. Some of our Restaurants operate a minimum order value policy which will be displayed on the Application. All Items are subject to availability.

Restaurants may use nuts or other allergens in the preparation of certain Items. Please contact our staff prior to ordering if you have an allergy.

You have a legal right to receive goods which comply with their description, which are of satisfactory quality and which comply with any specific requirements you tell us about (and we agree to) before you place your order. If you believe that the Items you have been served do not comply with these legal rights, please let the staff at the Restaurant know. The Restaurant will process the refund in respect of the affected part of the Item, unless the Restaurant Partner has reasonable cause to believe that the problem occurred after the item was served.

Prior to processing your refund, the Restaurant may take into account relevant factors including the details of the order, where and when it was served as well as any other relevant information.

ALCOHOL

Alcoholic beverages can only be sold and served to persons aged 18 or over. By placing an order for alcohol, you confirm that you are at least 18 years old. The Restaurant operate the Challenge 25 age verification policy whereby customers who look under 25 will be asked by the Restaurant to provide proof that they are aged 18 or over. The Restaurant may refuse to deliver any alcohol to any person who does not look 25 unless they can provide valid photo ID proving

that they are aged 18 or over. The Restaurant may also refuse to serve any alcohol to any person who is, or appears to be, under the influence of either alcohol and/or drugs. If the serving of alcohol is refused, you will still be charged for the relevant beverage.

CANCELLATION

You may cancel an order without charge at any time before the Restaurant has started preparing the Items (a “Started Order”). If you wish to cancel an order before it becomes a Started Order, please contact a member of staff at the Restaurant immediately. If the Restaurant confirms the order was not a Started Order, the Restaurant will refund your payment. If you cancel any order after it becomes a Started Order, you will be charged the full price for the Items. The Restaurant may notify you that an order has been cancelled at any time. You will not be charged for any orders cancelled by the Restaurant, and the Restaurant will process the reimbursement for any payment already made using the same method you used to pay for your order.

PRICES, PAYMENT AND OFFERS

Prices include VAT. You confirm that you are using our Service for personal, non-commercial use unless you request a VAT invoice. Prices can change at any time at the discretion of the Restaurants. Our Restaurant’s reserve the right to charge a Service Fee, which may be subject to change. You will be notified of any applicable Service Fee and taxes prior to purchase on the checkout page on the Application. No changes will affect existing confirmed orders, unless there is an obvious pricing mistake. Nor will changes to prices affect any orders in process and appearing within your basket, provided you complete the order within 1 hour of creating the basket. If you do not conclude the order before the 1-hour cut-off the items will be removed from your basket automatically and the price change will apply. If there is an obvious pricing mistake we will notify you as soon as we can and you will have the choice of confirming the order at the original price or cancelling the order without charge and with a full refund of any money already paid.

The total price of your order will be set out on the checkout page on the Application, including the prices of Items and applicable Service Fees and taxes.

Payment for all Items will be made on the Application by credit or debit card, or other payment method made available by us. Once your order has been confirmed your credit or debit card will be authorised and the total amount marked for payment.

We are authorised to accept payment through the Application on and payment of the price of any Items to us will fulfil your obligation to pay the price to the Restaurant.

LOSS OR DAMAGE

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation, for breach of your legal rights in relation to the Items; or for defective Items under the Consumer Protection Act 1987.

Please note that we only provide the Application for domestic and private use. You agree not to use the Application for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

We are not responsible for any loss or damage that you suffer as a result of your own breach of these Terms of Use, or as a result of any IT hardware or software failure other than a failure in the Application.

DATA PROTECTION

We process your personal data in accordance with our Privacy Policy which can be found on our website.

OTHER TERMS

If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

We amend these Terms of Use from time to time. Every time you wish to use the Application, please check these Terms of Use to ensure you understand the terms that apply at that time.

Changes to the Terms of Use will not affect any orders you have placed where we have sent the Order Confirmation.

The Terms of Use are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

We are required by EU law to provide this link to the EU's online dispute resolution portal, however we do not participate in dispute resolution under this process.