



FREQUENTLY ASKED QUESTIONS

How can I join the Rewards Scheme?

Visit any participating Davy's Winebar or restaurant to pick up a card. Alternatively, visit www.davy.co.uk/rewards click to request a card, complete the 'I'm a new customer' form, 'Request a card' and a card will be posted to you.

How do I register my card?

Visit www.davy.co.uk/rewards to register your card online.

Do I have to register my card in order to earn points?

No, you can start earning straight away, however, you can only redeem points and benefits once you have fully registered online.

My card number will not register?

When you visit www.davy.co.uk/rewards and click on Register my Rewards card, please enter your card number without any spaces.

I have already registered but I cannot log in?

If you have not visited our new website you will need to re-register your card. Please complete your details in the 'I'm a new customer' section of the 'My Account' page. You will only need to do this once.

Will my data be passed onto other companies?

We will not share your data with any 3rd party unless you have agreed to us doing so.

Can I earn points on all my purchases?

Points will be rewarded when you buy food and drink from any participating Davy's Winebar or restaurant and when you shop for online at www.davywine.co.uk. Points cannot be earned on cigars or tobacco products.

How many points do I get?

You will earn 5 points for every £1 that you spend.

Do my points have any cash value?

The cash value of each point is 0.00001 pence.

Can I earn points on a discount offer of food or wine?

Yes, points will be earned on the value of the transaction less the discount or benefit.

Do my points ever expire?

Yes, unused points will expire three years from the date they were accrued.

Does my card have an expiry date?

No, however any cards showing no activity for 3 years or more will be cancelled.

What happens if I forget my card?

Please speak to a member of the team who will request your registered details, in order that your points may be manually updated (please allow seven working days). Points can be added to your account on proof of receipt up to seven working days from your visit.

What happens if I lose my card?

If you lose your card please email rewards@davy.co.uk and a replacement will be sent to your pre-registered address. Existing points will be transferred to your new card.

How can I update my details?

Your address details can be amended when you log in and navigate to the 'My Account' section of the website. To update your email address or telephone number please email rewards@davy.co.uk quoting your card number, your existing details and the new details that you would like replaced on the system, alternatively please call 020 7407 9670.

How do I check how many points do I have?

To check your card balance please login to your account www.davywine.co.uk/rewards where your points balance will be displayed. You can also visit any Davy's Wine Bar where a member of the team can swipe your card to confirm your current balance.

How do I redeem my points?

Once you have logged in your points balance and available discount will be displayed. Click 'Shop now' and select your chosen wines at www.davywine.co.uk Once you click through to your basket you will be given the option to pay with your points. Your wines will then be delivered to your registered address. Orders of £100 or more are delivered free to UK mainland addresses. Alternatively collection can be made from any Davy's Wine Bar.

What do I get with my points?

Registered card holders can redeem their points for any wine, tasting tickets or gift online at www.davywine.co.uk.

If I don't have enough points can I top them up with a part payment?

Yes, if you do not have enough points available for a particular wine you can top up using a secure card payment online.

How long will my Wine Rewards take to arrive once ordered?

Wines ordered through the Wine Rewards scheme should take no longer than five working days to arrive.

What do I do if the address I registered with is not the one that I want my wines to be delivered to?

Your address details can be updated on online when you log in and go to 'My Account' section of the website.

Is there a telephone number I can call if I have further questions?

Yes, the Davy's Premier Cru Rewards support line 020 7407 9670 manned from 9am – 5.30pm Monday – Friday.

How do I cancel my card?

If you no longer wish to use the Rewards Scheme please email rewards@davy.co.uk and your card and points will be cancelled.