

Collect in 20 Minutes or Free – Terms & Conditions

These Terms & Conditions govern the **Collect in 20 Minutes or Free** promotion ("Promotion") operated by Romayo's. By placing an order under this Promotion, you agree to be bound by these Terms & Conditions.

1. Eligibility

- 1.1. The Promotion is available only on collection orders placed through the official Romayo's App or the Romayo's website.
- 1.2. The Promotion is available only at participating Romayo's stores.
- 1.3. Customers must select the collection option when placing their order.
- 1.4. The Promotion is not available on telephone orders, walk-in orders, orders placed through third-party delivery platforms, catering orders or any other ordering channel unless expressly stated by Romayo's.

2. The 20-Minute Guarantee

- 2.1. The 20-minute guarantee commences from the time the order is accepted by the participating Romayo's store.
- 2.2. For the purposes of this Promotion, the order acceptance time shall be the timestamp shown on the customer's order confirmation email or confirmation notification issued by the Romayo's App.
- 2.3. The collection ETA displayed within the Romayo's App or website is based on the order acceptance time.
- 2.4. The guarantee is satisfied where the order has been fully prepared, packed and is ready to be handed to the customer within twenty (20) minutes of the order acceptance time.
- 2.5. An order shall be deemed "ready" when it has been completed, packed and timestamped by a member of the Romayo's team.
- 2.6. Romayo's reserves the right to rely upon internal order records, POS timestamps, packing records and system logs when determining whether an order qualifies under this Promotion.

3. Customer Collection

- 3.1. Customers must attend the participating store within a reasonable time of placing their order.
- 3.2. Upon arrival, customers must immediately make themselves known to a member of staff.
- 3.3. Customers should collect from the designated Collection Till where available.
- 3.4. Time spent waiting after entering the premises without identifying themselves to a member of staff shall not count towards the guarantee.
- 3.5. Customers may be required to provide proof of purchase, order confirmation or identification before collection.

4. Payment, Refunds & Maximum Order Value

4.1. The Promotion applies irrespective of the payment method selected for the qualifying order.

4.2. Where an order qualifies under the **Collect in 20 or It's Free Promotion**, the full eligible order value will be credited to the customer's Romayo's account as **loyalty points**, rather than refunded to the original payment method.

4.3. Loyalty points will be credited to the **Romayo's account used to place the qualifying order**.

4.4. The number of loyalty points credited will be equivalent to the eligible value of the qualifying order, subject to the Romayo's loyalty programme terms and conditions.

4.5. Loyalty points awarded under this Promotion have **no cash value, are not redeemable for cash and cannot be transferred to another customer account**.

4.6. Loyalty points will only be processed where Romayo's determines that the order qualifies under these Terms & Conditions. Please allow up to **five (5) working days** for points to appear on the customer's account.

4.7. The maximum order value eligible under this Promotion is **€40.00 (inclusive of VAT)**. Orders with a total value exceeding €40.00 are excluded from the Promotion and are not eligible for a loyalty-points credit under these Terms & Conditions.

4.8. Romayo's reserves the right to refuse claims where multiple orders are placed by the same customer, household or group, or through multiple customer accounts or transactions, for the purpose of circumventing the €40.00 maximum order value. Such orders may, at Romayo's sole discretion, be treated as a single order for the purposes of this Promotion.

5. Exclusions

The Promotion shall not apply where:

5.1. The customer requests amendments to the order after it has been placed.

5.2. The customer fails to identify themselves to staff immediately upon arrival.

5.3. The customer delays collection after the order has been prepared and made available for collection.

5.4. The delay results from inaccurate customer information, including incorrect contact details.

5.5. The delay results from circumstances beyond Romayo's reasonable control, including but not limited to:

- power failures;

- internet, telecommunications or payment system outages;

- equipment failures or breakdowns;

- supplier interruptions;

- emergency situations or evacuations;

- severe weather;

- acts of God;

industrial action;
government restrictions; or
any other unforeseen operational event.

5.6. Romayo's reasonably believes the Promotion is being abused, manipulated or fraudulently claimed.

6. Promotion Availability

6.1. The Promotion may be suspended during periods of exceptionally high demand.

6.2. Such periods may include, but are not limited to:

Thursdays to Sundays between 5:00pm and 7:00pm;

Bank Holidays and Public Holidays;

Major sporting events;

Local festivals or community events;

School holidays; and

Any other period where the Promotion has been temporarily suspended by Romayo's.

6.3. Store management may suspend the Promotion where operational circumstances require, including staffing shortages, equipment failures, kitchen capacity limitations, unusually high order volumes or any other circumstance affecting normal service.

6.4. Romayo's reserves the right to suspend, amend or withdraw the Promotion at any participating store without prior notice.

6.5. Orders accepted during any period in which the Promotion has been suspended shall not qualify for the Collect in 20 Minutes or Free guarantee.

7. General Conditions

7.1. The Promotion is available for personal consumer purchases only and may not be used for commercial, business or resale purposes.

7.2. The Promotion has no cash alternative other than the refund or waiver of payment applicable to a qualifying order.

7.3. The Promotion cannot be used in conjunction with any other promotional offer, voucher, discount code, meal deal or loyalty reward unless expressly stated otherwise by Romayo's.

7.4. Romayo's reserves the right to refuse any claim where there is reasonable evidence of repeated abuse, fraudulent activity or behaviour inconsistent with the spirit or intent of the Promotion.

7.5. Any failure by Romayo's to enforce any provision of these Terms & Conditions shall not constitute a waiver of that provision.

7.6. If any provision of these Terms & Conditions is found to be invalid, unlawful or unenforceable, the remaining provisions shall continue in full force and effect.

7.7. Romayo's reserves the right to amend, suspend, withdraw or terminate the Promotion or these Terms & Conditions at any time without prior notice.

7.8. These Terms & Conditions shall be governed by and construed in accordance with the laws of Ireland. Any dispute arising in connection with the Promotion shall be subject to the exclusive jurisdiction of the Irish courts.

7.9. Romayo's decision regarding eligibility for, or operation of, the Promotion shall be final.