

Voucher Terms & Conditions

Please provide the relevant finance codes, we are unable to process orders without the correct code.

Order processing takes place during office hours (09:00-15:00, Monday, Tuesday, Thursday, and Friday) and you can expect email confirmation within three working days. If confirmation is not received within this timescale, please contact: hospitality@fxplus.ac.uk. We reserve the right to decline orders placed within less than three working days before your event, and to remove/adjust some of the outlets the vouchers may be used at if they fall during a busy period.

If your voucher is for a specific event, please give an end date of no more than one week after your event. Occasionally vouchers may be used for up to a month however this will need to be discussed with the hospitality team.

You are responsible for printing and distributing the required number of vouchers as indicated on the Voucher Request Form. Only standard vouchers produced in this format will be accepted at till points. If you produce more than your requested amount of vouchers, you will be charged for the value of the vouchers used plus an additional fee of £50.00.

At the till point, Falmouth Exeter Plus staff will accept the voucher at face value. For orders that cost more than the voucher value, clients/customers will be asked to pay the difference at the point of sale. For vouchers not approved for use at the location, full payment will be required.

The total face value of the redeemed vouchers will be added to your booking contract in the normal way, keeping all costs associated with your event in one place. You will not be charged for unused vouchers.