



## Terms & Conditions

- All Thwaites INNcognito mystery customers **MUST** remain anonymous and not identify themselves as a mystery visitor at the time of their visit.
- Applicants must be over 18 years of age.
- Completing an online application form does not guarantee a 'mystery visit' will be allocated. There are a limited number of visits per annum and we endeavor to allocate these fairly. Visits are allocated based on postcode and the preferences you selected during registration.
- You must accept a visit before visiting. If you do not accept the visit within 8 days of being allocated the visit it will pass to another person and we will not be able to reallocate it to you.
- You can decline visits if you wish. You can also select extra mystery visits from a list of "open" visits available. These can be viewed at any time by logging on to [www.thwaitesinncognito.co.uk](http://www.thwaitesinncognito.co.uk)
- **Accepting a visit** – When you are allocated a visit you will be notified by e-mail. This e-mail will give you information about the pub. You should use this information to plan your visit.
  - Please use the web link provided to check for the opening times. Please note if you visit a pub outside of the advertised opening times and find it closed we will not be able to pay you for that visit.
  - If you wish to eat we advise that you check food service times either on line or by phoning ahead. For visits where a food purchase is classed as essential we would advise you book a table in advance. We cannot pay you if you are unable to fulfil the visit because the pub is fully booked or food is not being served at the time of your visit.
  - Please check that you are happy to visit the pub. If it does not appeal to you then please just reject the visit and we will allocate it to another person.
  - If you choose to accept please view the questions before your visit



- **Purchase Types** – All visits have a minimum purchase type (If you wish to purchase more than the minimum that is fine). When you receive notification of your visit by e-mail or you accept a visit on line you will be given a category into which the visit fits. These can be:
  - **Drink Purchase Essential** – As suggested during these visits a drink must be purchased from the bar. Having a glass of water does not qualify. These pubs will be led by drinks trade and may not do food at all.
  - **Food Purchase Preferred & Drink Purchase Essential** - In these pubs you must purchase a drink but a meal purchase is optional. **We would always prefer the feedback to include food though so if you do eat you will qualify for the higher food allowance.** The pubs in this category vary greatly. If you wish to eat as part of the visit it is essential that you check when they serve food as it is likely the times may be restricted /seasonal etc.
  - **Food & Drink Purchase Essential.** In these pubs a meal from the menu must be purchased ( please note purchasing a dessert, side order, nuts and crisps does not qualify) These pubs focus on their food offer a great deal and therefore feedback on the food service is essential. We will not be able to process visits to these pubs where only a drink is purchased so please ensure you visit during food service times ( We recommend booking to ensure a table)
  - **Specific Drink Purchase** – These visits come up rarely and you may be asked to evaluate a specific drink. We will notify you at that time what the drink is.

**Please only accept visits where you are willing to make the relevant purchase.**

- **Expenses** – The allowance is:
  - £10 for a visit where only drinks are purchased
  - £20 for visits where both food (from the menu not snacks, sides or dessert) and drink are purchased.

The allowance is per visit report and not per head.

If the allowance is exceeded then this is at your own cost. The programme has been designed to collect feedback from people who enjoy going to the pub and enjoy eating and drinking out. The expenses allowance therefore is not an income but rather a contribution towards the pub experience.



- **Receipts** – You should gain a receipt wherever possible as you will be required to submit one either on line or by post. We do understand that receipts can be difficult to get if you just purchase a drink however they are essential for all food visits.
- **Inputting a report** – The details of your visit are very important to us and we really do need to hear your comments as well as you answering the Yes/ No/ NA tick boxes throughout the reports. Please read our [Mystery Visit Guide](#) prior to your first visit so that you know what to look for. You should also view our Sample [Questionnaire](#) so that you can see the amount of detail that we are looking for.

All reports must include details of the:

1. Signs and outside areas
2. Bar area
3. Toilets

It is VERY important that you read all signs so that you are able to answer questions about pub events that are being advertised e.g. from a quiz to a steak night.

**Incomplete questionnaires cannot be processed or paid so please remember to visit all the open areas.**

- The questionnaire must be completed within three days of the visit. We aim to turn the reports around quickly and therefore we cannot process reports where the visit occurs more than ten days ago unless by prior agreement.
- Thwaites INNcognito is run by Mystery Eyes limited on behalf of Daniel Thwaites PLC. Mystery Eyes limited will NEVER pass your details to anyone other than Daniel Thwaites PLC.
- Your details may be used by Daniel Thwaites PLC as part of this programme and other promotions that may assist you in carrying out your mystery visits but will never be passed to a third party.
- Please note - This mystery visit programme is designed to help pubs improve their customer service and we want to hear about your full experience however it is important to not share any negative experiences on social media or tripadvisor as we want to give the pub the chance to address any issues identified in their mystery visit first.