

## Gift Card Terms & Conditions - September 2026

The Chesterford Group Limited (registered in England and Wales with company number 08231023, with its registered address at Unit 5, Kierbeck Business Park, Wharf Lane, Vange, Basildon, Essex, SS16 4SW.) (“**we/ us**”) supplies both digital and physical gift cards, together referred to as “**Gift Cards**”.

The Gift Cards cannot be refunded or exchanged for cash or credit. No change will be given but any balance remaining can be used against future purchases until expiry. Please treat the Gift Card as cash. The Gift Card is not a cheque guarantee, credit, debit, or charge card. Gift cards will expire 12 months from the date of purchase of the Gift Card. Any remaining balance will be cancelled on expiry.

The minimum amount required to activate or top-up a Gift Card is £1. The maximum value limit on the Gift Card is capped to £200. Any amounts on this gift card must be in pounds sterling.

### Usage of Gift Cards

All Gift cards can be used as full or part payment for food and/ or drink:

- at any retail shops operating under the “fishnchickn”, “Churchill’s”, “Banker’s” “Toff’s of Muswell Hill” and “Boundary” brands in the UK (the “**Shops**”). When used as part payment for a transaction, only card payments are accepted for the remainder of the payment.
- online on the My Chippy ordering website ([order.mychippy.uk](https://order.mychippy.uk)) and My Chippy app for Click & Collect, Home Delivery and Order To Table in the UK.
- The Gift Cards may not be used through a third- party.
- The value of any purchases will be deducted from the balance of the Gift Card.
- No change will be given but the balance may be applied to future purchases.

### Cooling- Off Period and Returns

If you have purchased a Gift Card online, you have a 14- day period commencing on the day after the purchase was made to change your mind and cancel for a full refund, provided that you are the original purchaser, no balance on the Gift Card has been spent and the gift card has not been personalised. To initiate a refund, please contact us using the details below. Subject to the foregoing, we shall not accept returns of Gift Cards except in accordance with your statutory rights.

### Lost, stolen or damaged Gift Cards

We may refuse to accept a Gift Card if we reasonably suspect it to have been tampered with, duplicated or otherwise subject to fraud or misconduct. Damaged, altered or expired gift cards will not be accepted and no refunds will be made.

We shall not be responsible if your Gift Card is lost, stolen, damaged, destroyed or used without permission. We will not replace or reimburse any remaining balance on such lost, damaged, destroyed or misused Gift Cards. Gift Cards cannot be resold.

[View your balance](#)

Gift card balances can be checked at: <https://order.mychippy.uk/app/check-balance> or in person at any of our Shops.

We reserve the right to amend these Gift Card terms and conditions when we consider it necessary and reasonable to do so. Usage of our Gift Cards constitutes acceptance of these terms and conditions. You should check these terms and conditions regularly to ensure that you are aware of any changes which we may have made.

These terms and conditions and any dispute or claim arising out of or in connection with it shall be governed by and construed in accordance with the law of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with these terms and conditions.

If you have any questions, please contact us on:

[customerservice@tcg-ltd.co.uk](mailto:customerservice@tcg-ltd.co.uk)

Phone number: 01279 713560

### **August £5 Bonus Offer – Gift Cards**

1. Offer valid from **1 August 2026 until 11:59pm on 31 August 2026**.
2. Receive a **FREE £5 bonus** for every **£20 spent** on Gift Cards in a single transaction.
  - £20-£39.99 - £5 extra
  - £40-£59.99 - £10 extra
  - £60-£79.99 - £15 extra
  - £80-£99.99 - £20 extra
  - £100+ £25 extra
3. Maximum bonus value is **£25 per transaction**, awarded when you spend **£100 or more** on Gift Cards.
4. Bonus value will be added to the Gift Card(s) at the time of purchase.
5. Offer applies to the purchase of **physical and digital Gift Cards** only.
6. Gift Cards can be used as full or part payment in participating Fish 'n' Chick'n, Churchill's Fish & Chips, Bankers Fish & Chips, The Boundary Fish & Chips and Toff's of Muswell Hill locations, subject to the Gift Card terms of use.