



Covid-19 Notice

A note to all users regarding the continuation of service during the coronavirus outbreak.

Our focus remains on the service we provide, and we will make every effort to ensure this remains uninterrupted. Our teams are working together to ensure that all processes and dependencies (including key suppliers) are included in our plans so that any emerging challenges can be managed.

You can rest assured that where in our control, services will not be impacted by the effects of the coronavirus. As you would expect, we will continue to follow government advice, and as necessary, will always adapt our ways of working to maintain continuity .

Please see below for relevant information relating to the various offerings within Appreciate.

Vouchers

We will continue to offer our full range of e-vouchers and have arrangements in place with suppliers to ensure that our vouchers service is not disrupted by the new lockdown measures. With regard to physical gift card fulfilment, we will be adjusting our services to remove the facility to issue new physical cards. This is predominantly due to lockdown measures which have affected us, our suppliers and also our delivery partners who are now unfortunately unable to guarantee deliveries. New physical cards represent a very small percentage of our overall vouchers volume so we anticipate minimal disruption as a result of this change. We will continue to allow the top up of existing cards and also continue to issue all the virtual cards which we have available in our voucher catalogue. Over the coming weeks we will be working with our suppliers to implement virtual alternatives to physical cards where possible.

Please contact: retailvouchers@xexec.com for all other enquiries.

Cinema

Where a user has already booked tickets to a screening, but are unable to attend due to Covid-19:

Cineworld, Showcase and Picture House – these suppliers will offer a replacement code. Please contact: retailvouchers@xexec.com.

Empire: will refund any payment for online bookings onto the payment card used and reactivate the eCodes for future use in the next 3-5 working days. Please contact Empire on: 0871 471 4714

Light Cinemas: Please call the help line on 01922 252 750 with your e-code number and the retailer will discuss your options.



Vue: All customers who made a Vue Pass voucher booking for cancelled shows are being contacted directly by Vue. You will be provided a replacement voucher within the next 14 days. If you bought additional full price tickets directly with Vue, those tickets will be refunded via the payment method used to pay for those additional tickets.

Any customers who have pre-booked tickets directly in cinema and are in possession of paper tickets should email a copy of these in to Vue's CS team at customerservices@vuemail.com where replacements will be provided.

NOTE: Suppliers will not offer refunds for unused codes. They all hope to be open again soon and would advise customers to hang onto their codes and use them when the cinemas re-open in the coming weeks.

Tickets, Concierge & Customer Service

Our Concierge and Customer Services team are currently very busy, and we know it is difficult to get through to us. We are requesting that users wishing to talk to us kindly only contact us by phone if their enquiry relates to something within the next 3 days. This will allow us to deal with imminent queries first. Please allow 72 hours for a response to your enquiry. We are still reachable by email: concierge@xexec.com, and by phone on 0208 201 6483.

Travel

If you made your booking with the Xexec Travel Team:

We are requesting that users wishing to talk to us kindly only contact us by phone if their enquiry relates to something within the next two weeks. This will allow us to deal with imminent queries first. Travel advice and guidance is constantly changing, and so we are able to give up to date information on a case by case basis, at the time of contact. Please contact us by email: travel@xexec.com or call us on 0208 201 6483.

If you made your booking via a third party supplier:

Third party suppliers are suppliers where payment has been made directly to the travel retailer. Third parties travel suppliers include Expedia, Booking.com and Haven. All third-party suppliers are now issuing their own guidance with regards to bookings affected by Covid-19. As these guidelines are continuously evolving to meet new challenges, please contact all third-party suppliers directly in relation to your bookings. For anything else, we are still reachable by email: travel@xexec.com.

Goods and Services

Goods and services such as flowers, electronics and clothing bought using cashback links, codes and discounts on our website are fulfilled by the third party they relate to. All third-party suppliers are now issuing their own guidance with regards to goods and services affected by Covid-19 and most are continuously updating their websites. Please contact all third-party suppliers directly in relation to any goods or services that you deem affected. For anything else, we are still reachable by email: concierge@xexec.com.