



This section sets out the terms and conditions under which ICE* trades. By using this Service*, you acknowledge that you have read and understood these terms and conditions, and agree to be bound by them. If you do not understand and/or agree to these terms and conditions do not place an order with us as by placing an order with us you are indicating your acceptance to these terms. These terms and conditions shall apply to all contracts formed between you and us to the exclusion of any other terms and conditions you may seek to impose or incorporate, or which are implied by law or otherwise unless each of you and us agree, in writing, to vary these terms and conditions and confirm, in writing, the variation.

(* defined below)

Last updated: March 2017

1. DEFINITIONS

'Currency': refers to the currencies within the offer for the particular branch in question. At present, the majority of ICE Click & Collect branches offer Euro and US Dollar under the Click & Collect scheme exclusively, but certain branches now offer other currencies at discounted rates, as stipulated on the individual voucher.

'ICE/we/us/our': refers to International Currency Exchange plc whose registered office is at 19-21 Shaftesbury Avenue, London, W1D 7ED (registered number 2080759) and with VAT number 918392304;

'Service': means the voucher scheme we run which allows you to purchase currency at discounted rates, commission free, from key locations in the UK.

'Website': refers to www.iceplc.com/click-and-collect/

'You and/or your': means a person agreeing to these terms and conditions in order to use our Service.

2. GENERAL

2.1 This Service is only available in the UK at selected ICE branches and can be used by all individuals.

2.2 To use this Service you must present a voucher at the time of collecting your currency.

2.3 You may only use this Service for holiday or business travel and not for speculative, investment or any other purpose.

2.4 Currency is subject to availability.

3. OBTAINING A VOUCHER

3.1 To obtain a voucher, visit the website and select which ICE branch you would like to collect your currency from.

3.2 Once you have selected a branch, you will be presented with the voucher details which will include the issue date, promotion code, indicative rates of exchange, branch location and branch opening hours.

3.3 You must print this voucher and present it to the branch staff at time of collection.

4. VOUCHER EXPIRY DATE

4.1 All printed vouchers will be valid for 7 days from the date of issue.

5. EXCHANGE RATES

5.1 The exchange rate you will be given on your voucher may not be the exchange rate that will apply at time of collecting your currency. The exchange rate you will be given will apply on the date of collection and rates change typically once per day.

5.2 If you collect within 24 hours of printing the voucher, the rate may only vary slightly to that which is printed on the voucher.

5.3 You will be given a significantly worse rate of exchange if you turn up at a branch without the voucher and may also incur commission charges on your purchase.

6. CHARGES

6.1 We do not charge you any commission for using this Service.

6.2 If you pay for your currency with a credit or debit card, the purchase will be treated as a Cash Advance, for which an additional charge may be levied by your card issuer. This means that your card issuer will charge you as if you are withdrawing cash from an ATM. This can be as much as 3% of the transaction value if using a credit card, or on average £4.50 if using a debit card. You acknowledge that this is not a charge made by us and that we have no liability for these charges.

7. PAYMENT

7.1 Payment is taking at the time of collection, not online at the time of obtaining a voucher.

7.2 You can pay for your currency in one of two ways set out below. Payment by any other means shall not be accepted:

7.2.1 by credit / debit card;

7.2.2 by paying sterling cash over the counter.

7.3 When making payment you warrant that you are acting on your own behalf, for a genuine reason and that the funds are legally and beneficially yours, have not been obtained by illegal means nor in any way contrary to the rights of the legal owner and is not tainted in anyway by criminal activity.

8. PROOF OF IDENTITY

8.1 We require proof of identification if you are looking to pay for your currency with a debit or credit card.

8.2 Acceptable proof of identity includes full passport with signature, current UK photo card driving license, current EU members state ID card with photo, or building industry sub-contractors registration card issued by Inland Revenue.

8.3 For branches that allow transactions greater than £5000 (five thousand pounds), we will require proof of identity and proof of address, regardless of how you pay for the purchase.

8.4 Acceptable proof of address includes a recent utility bill (gas, water, electricity, landline) dated within the last 3 months, a recent bank/building society account statement dated within the last 3 months, benefit agency benefit book, current Inland Revenue tax code notification, or Council Tax bill dated within the last 3 months.

9. ORDER LIMITS AND RESTRICTIONS

9.1 There is no minimum purchase required to use this Service.

9.2 The following purchase restrictions apply per branch:

City	Location	Company	Min. Purchase	Max. Purchase	Payment Restrictions
Ashford	International Station	ICE	£1	£2000 maximum purchase per customer, per day.	None
Belfast	International Airport	ICE	£1	£1500 maximum purchase per customer, per day.	Purchases over £2500 can only be processed between 9am and 5.00pm Monday to Friday
Edinburgh	Airport	ICE	£1	No maximum, but if you're looking to purchase over £5000 you will need to telephone your preferred branch to ensure stock is available.	Maximum card purchase: £2500.00 £500 if using a Visa Electron.
Edinburgh	Waverley Station	ICE	£1	No maximum, but if you're looking to purchase over £5000 you will need to telephone your preferred branch to ensure stock is available.	Maximum card purchase: £2500 £500 if using a Visa Electron.
Glasgow	Gordon Street	ICE	£1	No maximum, but if you're looking to purchase over £5000 you will need to telephone your preferred branch to ensure stock is available.	Maximum card purchase: £2500 £500 if using a Visa Electron.
London	Bond Street	ICE	£1	£2000 maximum purchase per customer, per day.	None.
London	Chelsea	ICE	£1	£1500 maximum purchase per customer, per day.	None.
London	Gatwick Airport	ICE	£1	No maximum	Purchases using credit or debit cards for £2500 and over can only be processed between 9am and 5pm (Monday to Friday)
London	Great Russell Street	ICE	£1	£2000 maximum purchase per customer, per day.	None.
London	Heathrow Airport	ICE	£1	No maximum	Purchases over £2500 can only be processed between 9am and 5.30pm Monday to Friday
London	Luton Airport	ICE	£1	There is a transaction limit of £ 2,000 per voucher between 08:00pm and 04:00am	Purchases over £2500 can only be processed between 9am and 5.30pm Monday to Friday
London	Queensway	ICE	£1	£2000 maximum purchase per customer, per day.	None.
London	Southampton Row	ICE	£1	£2000 maximum purchase per customer, per day.	None.
London	Waterloo	ICE	£1	No maximum	Purchases using credit or debit cards for £2500 and over can only be processed between 9am and 5pm (Monday to Friday)
London	Westfield Shopping Centre	ICE	£1	£2000 maximum purchase per customer, per day.	None.
Norwich	Norwich International Airport	ICE	£1	£1500 maximum purchase per customer, per day.	None.

10. BUY BACK

10.1 On production of the original receipt, we will buy back any leftover currency you have purchased via this service at any of our branches, commission free, at the buy rate as displayed at our branch on the day it is changed back. This may vary from the original rate given at the time of purchase.

11. IMPORT AND EXPORT RESTRICTIONS

11.1 You must independently check the relevant currency restrictions applicable in different countries. We are not responsible for any currency restrictions applicable outside of England. Please contact the relevant authorities of the country concerned before placing your order with us. We will not be liable for any breach of laws outside of England.

12. COMPLAINTS

12.1 If you are unhappy at any time with our Service, please let us know and we will do everything possible to resolve your complaint satisfactorily.

12.2 To make a complaint, you may call us on [0330 123 1432](tel:03301231432).

Alternatively, if you would like to make a written complaint, you can do so via email to callcentre@iceplc.com, or by sending us a letter to ICE Customer Services, PO BOX 7148, Hinckley, LE10 3ZE.

12.3 We will investigate and respond to your concerns promptly. Within 2 Business Days of receiving your complaint, we will send you a written acknowledgement or our final response. If you have not received a final response within 2 Business Days, we will write to you with our final response within 4 weeks.

13. LIABILITY

13.1 If we are in breach of our obligations under these terms and conditions, we will only be liable to you for the direct losses that you incur. Direct losses mean the value of the currency you wish to order from us, pursuant to purchase by you.

13.2 We will compensate you based on a reasonable pre-estimate of the loss you suffer resulting from such breach. Our maximum liability to you in respect of each order will be to refund the total value of the order.

13.3 We will not be liable to you for any losses that we could not reasonably be expected to foresee or to occur or for any loss of profits, loss of opportunity, loss or waste of time, loss of anticipated savings, loss of business, consequential or special loss.

13.4 We will not be liable for any failure on the part of Royal Mail or any other carrier we may use to send your order.

13.5 Neither we nor you will be responsible to the other if the failure to comply with any of these terms and conditions is: (a) due to unforeseeable circumstances beyond our/your control, such as war, riots, the consequences of which would have been unavoidable despite reasonable efforts to the contrary; (b) due to any governmental or court order or any other legal obligation.

13.6 You will compensate us for losses caused to us as a result of your fraudulent conduct or if you breach these terms and conditions. The amount paid by you under this condition will represent a reasonable assessment of our losses. The protection provided by you under this condition will not apply if we deliberately or negligently caused the loss.

13.7 Nothing in these terms and conditions shall exclude our liability for:

13.7.1 death or personal injury caused by our negligence;

13.7.2 fraud or fraudulent misrepresentation; or

13.7.3 any other matter for which it would be illegal for us to exclude or limit our liability.

14. CHANGE OF TERMS

14.1 These terms and conditions may be changed in respect of future purchases to reflect changes in the law, changes in market conditions, changes in any fees and or charges or to meet regulatory requirements. If any change is made in these terms and conditions, the revised version will be posted on the Website. You are advised to visit the Website regularly and keep yourself updated about the terms and conditions before using the Service.

15. APPLICABLE LAW

15.1 These terms and conditions will be governed by English Law. Any dispute will be resolved in the courts of England.

These online terms and conditions are valid as from July 2014.