Llanerch

Green Envelope

Our terms and conditions

2026-2027

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1. The promoter and these terms

1.1 The promoter is Calon Lodge (UK) Ltd, a company registered in England and Wales with company number 13179994, trading as Llanerch Vineyard Hotel ('Llanerch', 'we', 'us'). Its registered office and correspondence address is Llanerch Vineyard, Hensol, Pontyclun, Vale of Glamorgan, United Kingdom, CF72 8GG. Contact: info@llanerch.co.uk or 01443 222716.

1.2 These terms govern the Green Envelope promotion at Roots, Llanerch Vineyard Hotel. They cover receiving an envelope, keeping it sealed, returning for its reveal and using the reward inside. Dates and times refer to local time at Llanerch.

1.3 The promotion is separate from the purchase of ordinary gift vouchers. Any promotional experience voucher issued to fulfil a reward is not offered for public sale and has no cash redemption value.

2. Eligibility and receiving an envelope

2.1 Envelopes are issued from 23 November to 23 December 2026 inclusive, during restaurant service and while the allocation of 2,000 envelopes lasts. Availability may end before 23 December if all envelopes have been issued.

2.2 The lead booker receives one sealed envelope per qualifying booking when paying the bill. A qualifying visit is a restaurant lunch or dinner including main courses, or afternoon tea. Tea- or coffee-only visits, bar or snack menu visits, sandwiches and sandwich walk-ins do not qualify.

2.3 The lead booker participating in the promotion must be aged 18 or over. Employees directly involved in administering the promotion and their immediate households may not participate.

2.4 Splitting one party or its bill does not create additional envelope entitlements. Separate qualifying visits may each receive an envelope while stock lasts.

3. Keep the original envelope sealed

3.1 The envelope must remain sealed and untampered with until a member of our team checks and opens it during a qualifying return visit. Do not open it yourself, even if you intend to bring the insert back later.

3.2 An envelope opened or tampered with before staff verification is invalid. A loose insert, photograph or copy does not replace the original sealed envelope.

3.3 Keep the envelope safe; lost envelopes cannot normally be replaced because the contents and previous use cannot be verified. If you believe an envelope was supplied damaged, contact us promptly so that we can investigate fairly.

4. Return dates and qualifying meal

4.1 Your return visit must be a pre-booked lunch or dinner at Roots on an eligible Monday to Friday within 9 January to 28 February 2027 inclusive, excluding Valentine's Day. The first eligible weekday is Monday 11 January and the last is Friday 26 February 2027. Weekends do not qualify.

4.2 The meal itself must take place within the eligible period. Making a booking during the period for a later visit does not qualify. Simply popping in, collecting a takeaway, ordering only drinks or eating only from the snack or sandwich menu does not qualify.

4.3 The table must order and be billed for at least two main courses. The revealed reward is applied before final payment. If the reward covers the whole bill, those main courses need not be paid for separately. For other rewards, the balance after applying the reward remains payable.

4.4 Please mention the Green Envelope when booking and bring it to the meal. Book early to allow a choice of eligible dates. If you cannot find an eligible booking, contact us before the reveal period ends so that we can consider the position; a booking enquiry alone does not redeem an envelope.

5. Verification and revealing the reward

5.1 At the end of your qualifying meal, before the bill is settled, give the original sealed envelope to your server. The server will check the seal, open the envelope and explain the reward and its redemption conditions.

5.2 Only one envelope may be redeemed per return booking or table, including where the bill is split. A reward can be redeemed once only. Our team will record redemption and retain or mark the envelope and insert to prevent reuse.

5.3 Staff opening an envelope after verifying it does not invalidate an experience voucher subsequently issued for the tour, tasting or hotel stay. Please retain that voucher and any confirmation until the experience has been used.

5.4 The lead booker may give the original sealed envelope to another guest who was at the same table during the original qualifying visit. That guest may use it on a qualifying return visit, subject to these terms. The envelope must not be sold.

6. Allocation of rewards

6.1 The full allocation is 2,000 envelopes: 1,600 contain £5 off the qualifying return bill; 250 contain £10 off; 80 contain £25 off; 40 contain one bottle of Llanerch Sparkling Wine, White or Blush at the guest's choice; 20 contain a vineyard tour and tasting for two people; 8 cover the qualifying restaurant bill for a table of up to 12 guests; and 2 contain a Llanerch Luxury Weekend Experience for two adults.

6.2 These are the numbers allocated across the complete campaign, not a promise that every reward will be claimed. A reward may remain unclaimed if its envelope is not issued or is not validly presented during the eligible reveal period. Every valid envelope contains one reward; the higher-value prizes are limited to the quantities above.

6.3 The contents must be sealed and mixed fairly so that guests and issuing staff cannot select a particular reward. Llanerch will arrange appropriate independent verification of fair allocation and retain a record of the full allocation.

7. Money off and whole bill rewards

7.1 A £5, £10 or £25 reward is deducted from the qualifying return restaurant bill at the visit when the envelope is validly opened. It cannot be saved for another visit or exchanged for cash. The deduction cannot exceed the amount due and any unused amount is not carried forward.

7.2 Each of the eight whole-bill rewards covers one qualifying Roots restaurant bill for a table of up to 12 guests at the reveal visit. This includes food, drinks and any compulsory charges on that bill. No optional gratuity is required to claim or enjoy the reward. Hotel charges, shop purchases and separate bookings are outside the restaurant bill.

7.3 If your party will exceed 12 people, contact Roots before booking. Do not assume that the reward covers additional guests. Any arrangement for a larger party, including which guests or charges remain payable, must be agreed clearly in advance.

7.4 Rewards cannot be combined with another Green Envelope or a separate promotional discount. Ordinary purchased gift vouchers may be used as payment towards a balance remaining after the reward; they do not increase its value.

8. Llanerch Sparkling Wine rewards

8.1 Each of the 40 wine rewards provides one bottle of Llanerch Sparkling Wine, either White or Blush at the guest's choice. The bottle may be enjoyed at the table during the qualifying reveal visit or taken away boxed.

8.2 Alcohol will only be supplied to people aged 18 or over, subject to age verification and responsible service. No guest is required to drink alcohol. An equivalent-value non-alcoholic alternative will be offered on request.

8.3 The bottle reward cannot be exchanged for cash. Any additional bottles or drinks ordered are chargeable unless separately covered by the revealed reward.

9. Vineyard tour and tasting rewards

9.1 Each of the 20 tour and tasting rewards is for two people. It does not cover the whole table and is not a single-person ticket.

9.2 After staff validate the envelope within the reveal period, contact reservations to book the tour and tasting in advance, quoting the promotional voucher or reference supplied. Dates depend on the published tour programme and availability.

9.3 The experience must be taken by 22 November 2027, giving 12 months from 23 November 2026. Booking by that date for a later experience does not qualify. Tasting alcohol is restricted to adults aged 18 or over. Any non-alcoholic arrangement must be agreed when booking.

10. Luxury Weekend Experience rewards

10.1 Each of the two Llanerch Luxury Weekend Experience rewards is for two adults sharing a Countryside Superior room for one Friday or Saturday night. It includes Full Welsh breakfast for two; one bottle of Llanerch Sparkling Wine on arrival; a vineyard tour and tasting for two; an evening dinner allowance of £50 per person (£100 for the couple); a separate additional £50 food and drink credit per couple; and late checkout at 12 noon.

10.2 The envelope must first be validly revealed during the January and February reveal period. The stay must then be arranged in advance with reservations, quoting the promotional voucher or reference. The room and date are subject to availability; booking early is recommended.

10.3 The stay must be completed by 22 November 2027. There are no additional blackout dates or supplements for the included stay, subject to room availability as set out in clause 10.2.

10.4 The additional £50 food and drink credit is per couple, not per person, and is separate from the £50 per person dinner allowance. Optional food and drink spending above the combined allowances is chargeable. Travel, additional nights, room upgrades and personal extras outside the stated inclusions are not included. Any optional extra and its price must be agreed before it is charged.

11. Promotional vouchers and later bookings

11.1 Where a separate voucher is needed to fulfil a validated experience reward, it will be issued without charge. A system face value of £0 does not remove the holder's entitlement to the experience described. These promotional vouchers are not available to buy online and are not ordinary monetary gift vouchers.

11.2 The voucher records the reward, redemption reference and expiry. It must be presented or quoted as instructed when booking. Our team will check it has not previously been used.

11.3 Any experience cancellation or rescheduling terms must be supplied before the guest confirms the booking. No undisclosed fee will be imposed as a condition of receiving a reward. If Llanerch cancels an experience, we will offer a reasonable alternative arrangement without reducing the guest's statutory rights.

12. Fair administration and changes

12.1 Llanerch may investigate suspected duplication, forgery or misuse and may refuse a claim where there are reasonable grounds that the published qualifying conditions have not been met. We will explain the reason and provide a way to query the decision.

12.2 There is no cash alternative. We will supply the reward described. If circumstances beyond our reasonable control make that impossible, we will explain the position and offer a reasonable equivalent without unfairly disadvantaging the guest.

12.3 We will not add material restrictions retrospectively or remove a valid entitlement merely because a reward is costly. Any unavoidable change to the promotion will be communicated promptly and handled fairly for guests who participated on the original terms.

13. Personal information and award verification

13.1 We use the personal information reasonably needed to administer bookings, verify envelopes and vouchers, fulfil rewards and deal with queries. See Llanerch's privacy notice at https://llanerch.co.uk/privacy-policy for information about how personal data is handled.

13.2 Receiving an envelope, redeeming a reward or providing details for an experience does not automatically subscribe you to marketing. Any marketing choice is separate.

13.3 We will make available information showing that major prizes were validly awarded, normally the winner's surname and county. You may object to publication or ask us to limit the information by contacting info@llanerch.co.uk. We may still provide relevant evidence to the Advertising Standards Authority if required. Photographs, testimonials and wider publicity require a separate agreement.

14. Queries and your rights

14.1 For an eligibility question, booking difficulty or complaint, contact info@llanerch.co.uk or 01443 222716. Please include the relevant booking date and any envelope or voucher reference. Do not open a sealed envelope to obtain information for a query.

14.2 Nothing in these terms excludes or restricts rights or liability which cannot lawfully be excluded or restricted, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

14.3 These terms are governed by the law of England and Wales. Nothing in them removes a consumer's mandatory legal rights or any right to bring proceedings in the courts available to them under applicable law.