

Barclaycard Payments Refer A Friend programme – terms and conditions

Refer a friend – and we'll reward you both with a £50 gift voucher.

Here are the relevant terms and conditions for your records. Please keep them somewhere safe, where you know you can find them if you need them.

Key terms

Referrer – you, as an existing Barclaycard Payments merchant customer

Friend/Referred Friend – the person or business you've referred, who's become a new Barclaycard Payments customer

Reward – a £50 voucher of your choice

Us – Barclaycard Payments

Terms and conditions

The Refer A Friend programme is open to existing merchant customers of Barclaycard Payments who refer a Friend (being a business based in the UK) who has not within the previous six months been a merchant customer of Barclaycard Payments.

The referred merchant (Friend) must be a separate legal entity, with separate legal ownership and cannot be a secondary business to the Referrer. The Reward will not be due if the Friend was, at the time of the referral, already introduced to Barclaycard Payments by another third-party introducer and/or has an open application with Barclaycard Payments in respect of any payment products.

No Reward will be paid to Barclays bank employees either as a Referrer or as a Friend in the event the employee is also a merchant of Barclaycard Payments, e.g., family business etc.

The Refer A Friend programme is only available to UK and Isle of Man registered merchants whose turnover via card transactions is less than £6,500,000 per annum. Card turnover is calculated at a legal entity level and incorporates all merchant outlets.

What you need to do as the Referrer

As an existing Barclaycard merchant customer (Referrer), you will be automatically eligible to participate in the Refer A Friend programme and will be sent a unique 'Referral link'.

You can then begin to share their Referral link via email, WhatsApp, and other social media with as many merchants as you like.

There's no limit to the number of referred merchants that can use a Referral link.

What your Referred Friend needs to do

Once the referred Friend receives the Referral link, they'll need to complete a short form providing contact name, email address, contact number and average card turnover.

The referred Friend can then choose to purchase one of Barclaycard Payments' products by applying online, calling our payments specialist team, or by requesting a call back.

Once the referred Friend applies for one of Barclaycard Payments' products, they'll be subject to the standard account opening procedures and must comply with any timescales notified to complete, sign, and return the appropriate paperwork and/or provide any additional information that we may request to support the application. Our acceptance of any merchant application is subject to satisfactory completion by us of our standard searches and checks.

If we don't receive fully completed and signed application paperwork and/or additional information within the timescales specified, the Friend and the Referrer will not qualify to receive the Reward.

Any applications lost, damaged, or incomplete, won't be accepted as eligible for the Reward.

Once the referred Friend is successfully onboarded by Barclaycard Payments, they must revisit the original Referral link and enter the new unique Client Identification Number (CID) into the Portal to confirm the purchase.

If the referred Friend loses the Referral link, they can recover access via the welcome email or the reminder emails we send to the Referred Friend.

What's a successful Referral?

A Referral will be considered successful once the Friend has been successfully onboarded by Barclaycard Payments as a new merchant customer with an eligible product ('Successful Referral').

Referrers will only be entitled to one Reward per Friend, regardless of how many services or products the Friend purchases from Barclaycard Payments.

The Reward cannot be exchanged for cash or any other benefit.

What would make a Referral unsuccessful?

The Referrer and the Friend won't be eligible for the Reward if, at the time we issue the voucher, their account with Barclaycard Payments is closed.

In the event Friend applications are declined or where the Friend chooses to decline the offer by Barclaycard Payments, the Referral will not be deemed as successful and no Reward will be eligible.

Failure by the referred Friend to submit their CID through the Referral link will disqualify both the Referrer and Friend to receive the Reward.

This programme excludes any Referrals where the Friend proceeds exclusively with Smartpay Anywhere (SPA) products, and also excludes any referrals where the Friend proceeds exclusively with Online Payment Products only.

The programme is not applicable to Friends who have been introduced to Barclaycard Payments by Takepayments, UTP, Payment Plus, any other Independent Sales Organisation referrals.

How do I claim my Reward?

Once the Friend has been onboarded and provided their new Client Identification Number (CID) into the Refer A Friend portal, both the Referrer and Friend will each receive a link via an email within 90 days to redeem their £50 voucher reward. Both the Referrer and Friend will have 11 months from the date of the email to use the Reward before it expires.

Is there a limit to the number of Referrals?

A Referrer is only eligible to receive a reward for their first 20 successful Referrals within a given 12-month period. For any successful referrals beyond 20, the Referrer will not be eligible to receive a Reward, but the referred Friend will be able to continue to receive their Reward vouchers subject to meeting the wider T&Cs eligibility criteria.

Barclaycard Payments reserves the right to refuse a Referrer further Referrals where such Referrals have culminated in a large number of Friends being terminated (for any reason) within 12 months of entering into an agreement with Barclaycard Payments.

Other terms

In the event that a Friend is referred more than once, only the first Referrer to submit a successful Referral will be eligible to receive the Reward under this programme.

The promotional voucher rewards will be sent via email 90 days after the Referred Friend's eligible plan has commenced, provided that these terms and conditions have been met. If the Reward has not been received within four months of the Referred Friend's eligible plan commencing, please contact Barclays via RAFcustomersupport@barclays.com. Barclays will not investigate any queries received 12 months or more after the referred friends account has been opened.

The Reward, for VAT purposes, is a non-monetary consideration for the introduction of a potential merchant to Barclaycard Payment Solutions and the merchant is responsible for accounting for VAT and other taxes where appropriate.

If the Referrer or the Friend experiences any issues with the redemption of the Reward, it is the responsibility of each of the Referrer and the Friend to take this matter up with the supplier of the Reward directly and Barclays accepts no liability in relation to the redemption of the Reward.

Barclaycard Payments' decision is final in respect of the eligibility of the Referrer or the Friend with regard to the Reward.

All Rewards under this programme are non-transferable, non-exchangeable, and cannot be redeemed for cash.

Barclaycard accepts no liability for lost entries and no responsibility for difficulties experienced in submitting an entry to this programme, including any technical, hardware or software failures of any kind or lost or unavailable network connections which may limit or prohibit a merchant's ability to participate in the programme.

Any personal data collected during the Refer A Friend programme will be collected, stored, and processed in accordance with the Barclaycard Privacy Notice, which is available to view at barclaycard.co.uk/content/dam/barclaycard/documents/business/top-nav/BPS-full-privacy-notice.pdf

To the maximum extent permitted by law, Barclaycard accepts no liability for any loss, damage and/or personal injury suffered by participating in this Refer A Friend programme and/or arising out of the enjoyment of a Reward.

Barclaycard reserves the right to alter, amend or terminate the Refer A Friend programme at any stage without prior notice.

You represent and warrant that in making any referral, you have not breached, nor shall you breach any bribery, fraud, kickback, or other similar anti-corruption law or regulation including the UK Bribery Act 2010 and the US Foreign Corrupt Practices Act 1977. Where we have reasonable grounds to suspect a breach of any of anti-bribery regulation, we shall be entitled to not provide you with a Reward and may also look to terminate your merchant agreement with us.

This programme is administered by Buyapowa Limited on behalf of Barclaycard.

This information is available in large print, Braille and audio format by calling 0800 161 5350 (UK) or 1800 812 700 (Europe/outside of the UK).

Calls to 0800 numbers are free from UK landlines and personal mobiles otherwise call charges may apply. Calls to 1800 numbers are free from ROI landlines and personal mobiles otherwise call charges may apply. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

Barclaycard is a trading name of Barclays Bank PLC and Barclaycard International Payments Limited.

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