

Rewards Terms

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Plain English overview

Detailed rules for Mosey Points, reward eligibility, redemption and fulfilment.

Chapter 1: Introduction, Mosey Points & Eligibility

Effective 27 July 2026

Plain English summary

These Rewards Terms explain how Mosey Points are earned, managed and redeemed. Mosey Points are promotional loyalty points. They are not money, cannot normally be exchanged for cash and do not represent a bank account, investment or financial product.

1. Purpose

These Rewards Terms form part of the Mosey Legal Suite and should be read together with the:

- Terms & Conditions
- Fair Play & Anti-Cheat Policy
- Privacy Policy
- Community Guidelines

They explain how Mosey Points and rewards operate.

2. What Are Mosey Points?

Mosey Points are promotional loyalty points awarded by Moseyaround Limited.

They exist solely within the Mosey platform and may be earned through genuine participation in eligible activities.

Mosey Points:

- have no cash value
- are not electronic money
- are not cryptocurrency
- are not a bank balance
- cannot be traded or invested
- cannot normally be exchanged for cash

Points simply represent eligibility to redeem rewards made available by Moseyaround Limited from time to time.

3. Ownership of Mosey Points

Mosey Points remain part of the Mosey rewards programme.

Members receive a personal, revocable right to use points in accordance with these Rewards Terms.

Points:

- cannot normally be sold
- cannot normally be transferred
- cannot be pledged as security
- cannot be inherited
- cannot be gifted unless a specific feature allows it

Moseyaround Limited retains ultimate control over the operation of the rewards programme.

4. Eligibility

To participate in the rewards programme you must:

- have a valid Mosey account
- be at least 18 years old
- comply with the Terms & Conditions
- comply with the Fair Play & Anti-Cheat Policy
- satisfy any additional eligibility criteria applicable to a specific promotion or reward

Participation may be refused where eligibility requirements are not met.

5. Earning Mosey Points

Points may be awarded for eligible activities including:

- verified walking activity
- completing eligible challenges
- participating in approved games
- referrals that satisfy programme requirements
- promotional campaigns
- surveys and partner offers
- community events
- future activities introduced by Moseyaround Limited

The availability of earning opportunities may change over time.

No member is guaranteed access to every earning opportunity.

6. Genuine Participation

Points are awarded only for genuine participation.

Members must not attempt to obtain points through:

- fraud
- automation
- artificial activity
- technical manipulation
- multiple accounts
- dishonest conduct

Suspected abuse may lead to investigation under the Fair Play & Anti-Cheat Policy.

7. Daily and Promotional Limits

Certain activities may include limits on the number of Mosey Points that can be earned.

Examples include:

- daily step limits
- daily game limits
- promotional earning caps
- referral limits
- event-specific limits

Applicable limits will normally be displayed within the Mosey application where practical.

8. Promotional Campaigns

From time to time Moseyaround Limited may offer:

- bonus point events
- seasonal campaigns
- charity campaigns

- competitions
- partner promotions

Each promotion may have its own additional terms.

Where there is any inconsistency, the specific promotion terms will apply to that promotion.

9. Referral Programme

Referral rewards are intended to encourage genuine recommendations.

Referral rewards will only normally be awarded where all applicable programme requirements have been satisfied.

Moseyaround Limited may withhold, delay or cancel referral rewards where fraud or abuse is reasonably suspected.

10. Community Rewards

Future versions of Mosey may introduce rewards based upon:

- community participation
- volunteering
- local events
- achievements
- seasonal activities

Participation in such programmes will remain subject to these Rewards Terms unless additional terms are published.

11. Charity Rewards

Members may be given the option to donate eligible Mosey Points to participating charitable organisations.

Where this feature is available:

- donations are voluntary
- donated points cannot normally be reversed
- charities available through Mosey may change over time
- individual donation receipts may not always be available where points are pooled before donation

Moseyaround Limited will take reasonable steps to ensure that donated points are handled in accordance with the published charity programme.

12. Programme Changes

The Mosey rewards programme will continue to evolve.

Accordingly, Moseyaround Limited may:

- introduce new rewards
- remove rewards
- amend earning opportunities
- introduce new promotions
- retire existing promotions
- adjust programme mechanics

Where changes materially affect members, reasonable notice will be provided where appropriate.

13. No Guaranteed Availability

The availability of:

- points
- rewards

- earning opportunities
- promotions
- campaigns
- redemption options

may vary over time.

Nothing in these Rewards Terms guarantees that any particular reward or promotion will remain permanently available.

Chapter 2: Reward Redemption, Delivery & Fulfilment

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Redeeming a reward is straightforward, but certain checks are necessary to protect members, our reward partners and the integrity of the Mosey platform. This chapter explains how rewards are redeemed, delivered and managed if something goes wrong.

14. Redeeming Rewards

Eligible members may redeem Mosey Points for rewards made available within the Mosey application.

To redeem a reward you must:

- have sufficient Mosey Points
- meet any published eligibility requirements
- have an account in good standing
- comply with the Terms & Conditions and Fair Play & Anti-Cheat Policy

Redemption requests are subject to verification before completion.

15. Minimum Redemption Thresholds

Certain rewards may only be redeemed once a minimum number of Mosey Points has been accumulated.

Minimum redemption thresholds:

- may vary between rewards
- may change over time
- will normally be displayed within the Mosey application before redemption

Members cannot redeem rewards below the applicable threshold.

16. Reward Catalogue

Rewards available through Mosey may include:

- digital gift cards
- discount vouchers
- promotional offers
- charitable donations
- partner rewards
- future reward types introduced by Moseyaround Limited

The reward catalogue may change at any time.

17. Availability of Rewards

Rewards are offered subject to availability.

Availability may be affected by:

- supplier inventory
- commercial agreements
- technical issues
- legal or regulatory requirements
- promotional demand

A reward appearing within the application does not guarantee that it will remain available indefinitely.

18. Processing Redemption Requests

When a redemption request is submitted, we may carry out checks including:

- account verification
- points balance verification
- fraud prevention checks
- reward availability
- technical validation

Only after these checks have been completed will a redemption normally be processed.

19. Delivery of Rewards

Where a reward is approved, it will normally be delivered electronically using the contact details associated with your Mosey account.

Delivery methods may include:

- email
- in-app delivery
- secure redemption codes
- other digital methods introduced in future

Members are responsible for ensuring their contact information remains accurate.

20. Processing Times

Most digital rewards are expected to be delivered promptly.

However, processing times may vary due to:

- supplier systems
- fraud prevention reviews
- technical maintenance
- high redemption volumes
- unforeseen operational issues

Estimated processing times displayed within the application are indicative only and do not constitute a contractual guarantee.

21. Delayed Rewards

If a reward is delayed, Moseyaround Limited will take reasonable steps to investigate the issue.

Where appropriate, we may:

- request additional information
- contact the reward supplier
- provide updates where available
- cancel and refund the redemption if fulfilment becomes impossible

22. Supplier Issues

Reward suppliers remain responsible for supplying the rewards they provide.

Where a supplier:

- withdraws a reward
- experiences technical issues
- becomes unable to fulfil a reward
- terminates its partnership with Mosey,

Moseyaround Limited may remove that reward from the platform.

We are not obliged to provide an alternative reward where one becomes unavailable.

23. No Obligation to Substitute Rewards

Where a reward becomes unavailable before fulfilment, Moseyaround Limited may:

- cancel the redemption request
- return the redeemed Mosey Points to the member's account where appropriate

We are not required to substitute the unavailable reward with a different reward of equal or greater value.

24. Completed Redemptions

Once a reward has been successfully fulfilled, the redemption is considered final.

Completed redemptions cannot normally be:

- cancelled
- reversed
- exchanged
- refunded
- transferred

Exceptions may apply where required by law or where a technical error has occurred.

25. Incorrect Reward Delivery

If we deliver the wrong reward due to our error, we will investigate and, where appropriate:

- correct the mistake
- provide the correct reward
- reverse the incorrect redemption
- restore Mosey Points if fulfilment cannot be completed

Members must notify us promptly if they believe a reward has been delivered incorrectly.

26. Technical Errors

Occasionally technical faults may affect the rewards programme.

Examples include:

- duplicate redemptions
- incorrect point deductions
- failed deliveries
- system interruptions
- software defects

Where a technical error has affected a redemption, Moseyaround Limited may correct the affected transaction.

27. Suspended Redemptions

A redemption request may be temporarily suspended where:

- fraud is reasonably suspected
- verification is required
- an investigation is underway

- unusual activity has been detected
- a legal or regulatory obligation requires us to do so

A suspension does not necessarily indicate wrongdoing.

28. Reward Limits

Certain rewards may be subject to limits including:

- one redemption per member
- daily redemption limits
- promotional limits
- geographical restrictions
- supplier-imposed limits

Applicable limits will normally be communicated before redemption where reasonably practicable.

29. User Responsibilities

When redeeming rewards, members are responsible for:

- checking reward details before confirming redemption
- ensuring contact information is accurate
- protecting redemption codes from unauthorised use
- reporting missing or incorrect rewards promptly

Failure to take reasonable care of a redeemed reward may limit our ability to assist.

30. Future Reward Types

As Mosey develops, new reward categories may be introduced.

These may include:

- physical merchandise
- event tickets
- experiences
- subscriptions
- additional charitable initiatives
- other digital products

Additional terms may apply to certain reward categories.

Chapter 3: Programme Integrity, Point Adjustments & Final Provisions

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Mosey Points are intended to reward genuine participation. Occasionally, points may need to be adjusted because of technical errors, fraud investigations or changes to the rewards programme. This chapter explains when that may happen and how the rewards programme may evolve.

31. Point Adjustments

Moseyaround Limited may adjust a member's Mosey Points where reasonably necessary to:

- correct technical errors
- reverse duplicate awards
- resolve system faults
- correct administrative mistakes

- comply with legal obligations
- enforce the Fair Play & Anti-Cheat Policy

Where appropriate, we will explain the reason for a significant adjustment.

32. Incorrect Point Awards

If points are awarded due to:

- a software bug
- a calculation error
- duplicated transactions
- system malfunction
- administrative error,

those points do not become the property of the member simply because they were displayed in the application.

We may remove incorrectly awarded points after investigating the issue.

33. Fraudulent Rewards

Where points or rewards have been obtained through fraud, deception or a breach of the Fair Play & Anti-Cheat Policy, Moseyaround Limited may:

- remove the points
- cancel pending rewards
- recover rewards where reasonably possible
- suspend future participation in the rewards programme
- terminate the member's account in serious cases

34. Investigations Affecting Rewards

Where an investigation is ongoing, Moseyaround Limited may temporarily:

- freeze certain points
- suspend reward redemptions
- delay promotional rewards
- prevent participation in specific campaigns

These measures are precautionary and do not necessarily indicate wrongdoing.

35. Account Inactivity

Mosey Points do not expire while your account remains active.

If no qualifying activity occurs on your account for six consecutive months, we will normally send an inactivity reminder to your registered email address.

If there is still no qualifying activity or response within one calendar month of that reminder, we may:

- close your account
- delete or anonymise personal information in accordance with our Privacy Policy
- remove any remaining unused Mosey Points

This policy helps us maintain an active and secure rewards programme.

36. Closing Your Account

If you choose to close your Mosey account:

- unused Mosey Points will normally be forfeited
- pending reward requests may be cancelled where fulfilment has not begun
- completed reward redemptions remain unaffected
- records required by law may be retained in accordance with our Privacy Policy

Account closure is generally irreversible.

37. Suspension of the Rewards Programme

Moseyaround Limited may suspend all or part of the rewards programme where reasonably necessary due to:

- security incidents
- fraud prevention
- supplier failures
- technical maintenance
- legal or regulatory requirements
- circumstances beyond our reasonable control

We will seek to restore normal service as soon as reasonably practicable.

38. Changes to the Rewards Programme

As Mosey develops, we may:

- introduce new rewards
- retire existing rewards
- amend earning opportunities
- update redemption thresholds
- modify promotional campaigns
- introduce new reward categories

Where changes materially affect members, we will provide reasonable notice where appropriate.

39. Taxes

Members are responsible for determining whether any rewards received through Mosey give rise to personal tax obligations under the laws applicable to them.

Moseyaround Limited does not provide tax advice.

Members should seek independent professional advice where required.

40. Third-Party Rewards

Many rewards available through Mosey are supplied by independent third-party providers.

While we take reasonable care when selecting partners, Moseyaround Limited is not responsible for:

- changes to a supplier's own terms and conditions
- products or services supplied directly by a third party
- matters outside our reasonable control once a reward has been validly issued, except where we have legal responsibility

Any statutory consumer rights you have against a supplier remain unaffected.

41. Limitation of Liability

To the fullest extent permitted by law, Moseyaround Limited shall not be liable for:

- rewards withdrawn by suppliers before redemption
- delays caused by third-party systems
- interruptions arising from circumstances beyond our reasonable control
- indirect or consequential losses arising from participation in the rewards programme

Nothing in these Rewards Terms excludes or limits liability where it cannot legally be excluded or limited.

42. Contact Us

Questions regarding the rewards programme may be sent to:

support@moseyaround.com – General support

legal@moseyaround.com – Legal enquiries

43. Relationship with Other Documents

These Rewards Terms should be read together with the:

- Terms & Conditions
- Fair Play & Anti-Cheat Policy
- Privacy Policy
- Community Guidelines

If there is any inconsistency, the Terms & Conditions will generally prevail unless these Rewards Terms expressly provide otherwise.

44. Changes to These Rewards Terms

We may amend these Rewards Terms from time to time to reflect:

- changes in law
- operational improvements
- new reward categories
- commercial partnerships
- technological developments

Material changes will be communicated through appropriate channels where required.

45. Final Statement

The Mosey rewards programme is intended to encourage healthier lifestyles, strengthen communities and support charitable giving through fair participation.

By maintaining clear rules, transparent processes and consistent standards, we aim to ensure that every member has confidence in the integrity of the programme.