

Members Club T&Cs 2026

Privacy Policy Updates	Purpose To provide you with the services, benefits and tailor-made experiences included in our RI Members Club. To notify you of your membership rewards and benefits such as offers, promotions and recommendations, services, events and much more organised by us. To communicate with you regarding important updates and changes to your membership status or terms. To detect and address non-compliance with our RI Members Club Terms & Conditions or fraudulent behaviour. Type of Personal Data • Contact information such as name, address, e-mail address • Date of birth • Customer ID • IP address • Order history, including digital receipt for in-store transactions • User preferences, settings, membership activity logs and other configuration data • Behavioural and contextual data collected via cookies or similar technology Further info. River Island's loyalty program is to reward loyal customers and/or improve members' shopping experience. Personal data is only collected to enable your online activities, such as shopping and setting preferences. Membership is voluntary to enter and can be terminated at any time by unsubscribing from our Members Club email subscription. If you choose to do so, your membership will cease to exist, and any membership benefits or rewards will be lost. Additionally, your personal data linked to the membership will be deleted. Justification The processing of your personal data to create and manage your membership account and to provide you with the personalised services of the membership is necessary to fulfil the membership agreement. Processing your personal data to email you offers, style updates, bonus vouchers, birthday offers and special invites to sales and events is based on your consent to receive marketing from us. For any other purpose referred to herein, the process of your personal data is based on our legitimate interest as a business. Retention Time We keep and continue to process your personal data for as long as necessary to fulfil the membership agreement. We will keep your personal data for a longer period of time if there are any legal requirements or if there is an ongoing dispute.
Members Club Consumer T&Cs	Eligibility In order to be eligible for the RI Members Club, you must be a resident of the UK, Ireland or the US for the entire period for which you are a RI Members Club member and unless you are an River Island employee, you must be aged 16 years or over. No corporate or business use or participation. Employees at River Island may be excluded from any aspect of the loyalty scheme at any time at our discretion. Activation and Registration Your account is not transferable once activated. Activate and register your RI Members Club account at https://www.riverisland.com/signup with your email address to receive your rewards. Without a valid email address, you will not receive all the regular rewards associated with the RI Members Club. It is your responsibility to ensure that all your personal details are kept up to date and River Island will not be responsible for any lost, delayed or undeliverable communications if you do not do so.

Rewards and Benefits of the RI Members Club

Each reward is free to participate in. You will receive offers and promotions personalised to you. By being a member of the RI Members Club, you will also be eligible to receive a variety of Benefits such as: exclusive event invites; “first to know”; early access; 10% discount on joining the RI Members’ Club; a birthday reward; and 50% off unlimited delivery (unlimited delivery applies to members in the UK only). Inclusions and exclusions will apply and are subject to change. Details of the current Benefits can be found here ([UK](#), [IE](#), [US](#)) and this will be updated from time to time. Customers who opt out and subsequently opt back in will not be eligible to receive the 10% discount or 50% off unlimited delivery.

Rewards may change from time to time, they are subject to availability and if necessary, may be substituted by River Island. We reserve the right to withhold rewards due to eligibility. Rewards are non-exchangeable, non-transferable and no cash alternative is offered. River Island reserves the right at any time in its sole discretion to cancel, void, suspend, modify or supersede any of the rewards at any time if it believes that the draw to select a benefit recipient is not capable, or is likely not to be capable, of being conducted fairly or as specified within these terms and conditions due to events beyond its control (including, without limitation, a virus, a computer bug, or other technical issue or unauthorised human intervention or any other cause beyond the reasonable control of River Island). For the avoidance of doubt, the promoter of the rewards is River Island, Chelsea House, West Gate, London W5 1DR.

River Island shall have no liability for any delay and/or failure to perform any obligation to the intended recipient of any reward, including those that is caused by: (a) any loss or damage arising from or in connection with the allocation of a benefit; or (b) any act or omission of any third party. Nothing in these terms and conditions shall limit in any way River Island’s liability for death or personal injury caused by its negligence.

Termination

You can terminate your RI Members Club account by contacting River island Customer services on <https://www.riverisland.com/how-can-we-help/contact-us>.

On termination any and all rewards accrued will be lost. We can terminate your account immediately if at any time, you are, or we reasonably suspect you may be, acting fraudulently, criminally or are otherwise in breach of these terms. If your account has been inactive for 4 years or more, then we may, at our discretion, terminate your RI Members Club account.

Making changes to RI Members Club

We can make changes to the eligibility requirements, the rewards, and the terms of the loyalty scheme at any time if we believe, in our reasonable discretion, that the change is to your benefit, or is required for the continuing administration of the reward scheme. Material changes will be communicated to you via email where we have been provided with contact details by you. In the event that you are no longer eligible for the reward scheme as a result of changes made to the eligibility requirements, your account will be terminated following two months' notice of the changes. The preceding sentence will only apply where you become ineligible for the reward scheme in its entirety due to changes made to the eligibility requirements.

We reserve the right to withdraw or cancel the reward scheme at any time giving customers two months' notice of termination in writing (via email or postal communications).

Termination or withdrawal of the reward scheme, as well as changes to the eligibility requirements that mean you are no longer eligible for the reward scheme. These terms are correct as of 27.10.2026, and may be updated from time to time by River Island. Current terms are available at [riverisland.com](https://www.riverisland.com).

How to contact us

If you have any questions about the reward scheme, then please visit our website at <https://www.riverisland.com/how-can-we-help/contact-us>.

	How we may use your personal information Please visit https://www.riverisland.com/useful-information/privacy-notice-cookies for more details. Which laws apply to this contract and where you may bring legal proceedings These terms are governed by the laws of England and Wales and you can bring legal proceedings in respect of the reward scheme and our dealings with you in the courts of England and Wales, unless your address is in: • Scotland (where it will be dealt with by the courts of Scotland) • Northern Ireland (where it will be dealt with by the courts of Northern Ireland); or • The terms are in English and any communications we send to you will be in English Your Statutory Rights Nothing in these terms will affect or reduce your statutory rights.
Members Club FAQs	General Questions 1. What is The Member's Club? Our loyalty program is a membership programme that rewards our customers with exclusive benefits, early access, and special offers based on their spending and engagement with us. 2. How do I join the loyalty program? Simply create an account and opt-in using your email. There's no cost to join! Benefits & Rewards 3. What kind of rewards do I get? Rewards may include exclusive discounts, early access to new collections, invitations to VIP events, and personal styling services and more. 4. How will I know when I receive a reward? We'll notify you via email. 5. Can I share my benefits with someone else? Membership benefits are non-transferable and can only be used by the registered member. 6. Do my benefits expire? Some benefits may expire at the end of your membership year, while others may remain as long as you maintain your status. Other Questions 7. Can I opt out of the program? Yes, you can opt out at any time by revoking your consent.