



Mystery Eyes Terms & Conditions

- Applicants must be over 18 years of age.
- Completing an online registration form does not guarantee a 'mystery visit' will be allocated to the applicant.
- The application form must be fully completed in order to qualify for a 'mystery visit'.
- Mystery Customers must fulfill the full requirements of the visit to gain their reward. We recommend that you phone the pub ahead of your visit to ensure that the pub is open and serving food at your intended visit time. Incomplete or unfulfilled visits will not be rewarded.
- All areas must be assessed so all visits must include a visit to the toilet and the outdoor area.
- Reports submitted without comments or with sparse comments can be rejected as not meeting the required standard for payment.
- Payment is dependent on the individual assignment and you will be given full details as it is allocated to you. The usual reimbursement is around £20 - £25 pounds for food visits and £10 for a drink only purchase.
- Mystery Visits are allocated as:
 - Drink purchase essential
 - Food purchase preferred. Drink purchase essential
 - Food and drink purchase essentialPlease only accept visits where you are willing to make the relevant purchase. Please note food purchase refers to a meal from the menu not just crisps, nuts etc.
- If a visit is to include food it is advisable to check serving times ahead of your visit and to then visit during the food service times.
- For non-food serving pubs visits can take place at any time during trading hours.
- The pub assigned to the agent is not negotiable. However mystery customers can select mystery visits from a list of "open" visits.
- All Mystery Pub Visitors MUST remain anonymous and not identify themselves as a mystery visitor at the time of their visit.
- The questionnaire must be completed within 3 days of the visit.
- No alternative method of payment is available.

Your details may be used by Mystery Eyes Ltd as part of this programme but will never be passed to a third party.

Please note - This mystery visit programme is designed to help pubs improve their customer service and we want to hear about your full experience however it is important to not share any negative experiences on social media or tripadvisor as we want to give the pub the chance to address any issues identified in their mystery visit first.