

### 1. Introduction

Vox Rewards is a Loyalty Benefit offered to Customers at no additional cost. Customers are rewarded for their loyalty via a multi-tier structure, and will qualify for a variety of benefits, based on the tier they have qualified for.

Registered qualifying customers are able to access benefits in accordance with these terms and conditions. You agree to these terms and conditions by registering for the Vox Rewards Programme.

We also encourage you to review and check the terms and conditions (including any changes to the terms and conditions which we may make) whenever you log onto Vox Rewards.

### 2. How do you qualify for Vox Rewards?

- 2.1. Consumer customers who have an active qualifying product and whose account is in good standing with an active debit order as the payment method will be eligible for the Vox Rewards Programme.
  - 2.1.1. Accounts in good standing are accounts that are not blacklisted or flagged as bad debt
  - 2.1.2. A consumer account is an account that is in a personal name. Business accounts are not eligible
  - 2.1.3. Customer accounts need to have a debit order or credit card as the payment method
  - 2.1.4. Payment collections status must be active and not suspended
  - 2.1.5. Accounts must have an active qualifying product

### 3. How to become a Vox Rewards member

- 3.1. Qualifying Vox customers will be invited via marketing communications to register for the Rewards Programme.
- 3.2. You can register by completing the electronic registration process either via the Vox customer zone or directly on the rewards website at rewards.vox.co.za.
- 3.3. Once you have provided us with your registration details, we will confirm your registration by sending you an OTP via SMS.
- 3.4. Once successfully registered, you can access your benefits by logging into the Rewards website using the Vox account holder's ID/passport number and the pin created upon registration.
- 3.5. Tier allocations will be effective 24 hours after successful registration.
- 3.6. Membership is free.

### 4. How does the Tier qualification work?

- **4.1. Bronze Tier**
  - 4.1.1. To qualify for this tier, qualifying customers are required to have earned between 100-299 points.
- **4.2. Silver Tier**
  - 4.2.1. To qualify for this tier, qualifying customers are required to

have earned between 300-499 points.

- **4.3. Gold Tier**

- 4.3.1. To qualify for this tier, qualifying customers are required to have earned between 500-600 points

### 5. Earning Points

- 5.1. Below we describe the circumstances under which you are able to earn points.
- 5.2. Some earn activities may carry specific terms and limitations.
- 5.3. We reserve the right to adjust (a) point allocations allocated to specific earn activities and (b) earn activities.

Earning Table for Programme engagement

EARNING ACTIVITY	DESCRIPTION	POINTS EARNED	CONDITIONS
No payment defaults	Account is in good standing and has been paid consistently	200	Suspension in the last 3 months → 0 points No suspensions in the 3 months → 200 points
Customer lifespan: 0-12 months	Active Vox customer for a period of 0-12 months	0	A break in a continuous sequence of active months might result in the loss of points
Customer lifespan: 1-4 years	Active Vox customer for a period of 1-4 years	100	A break in a continuous sequence of active months might result in the loss of points
Customer lifespan: 5-9 years	Active Vox customer for a period of 5-9 years	100	A break in a continuous sequence of active months might result in the loss of points
Customer lifespan: 10+ years	Active Vox customer for a period of 10 or more years	100	A break in a continuous sequence of active months might result in the loss of points
Bonus Product	Points earned for having an active eligible bonus product	100	100 points only will be allocated to having either 1 or more bonus product
Promotion Points	Points earned through a purchase or action of a specific Rewards related campaign	100	Points will be allocated on an Adhoc basis and may be allocated for a limited duration

- **5.4. No Payment Defaults**

- 5.4.1. Customers will earn and maintain the points allocated as set out in the above table for consecutive payments.
- 5.4.2. If a customer's account is suspended for non-payment, no rewards points will be allocated for 3 months. This could result in no longer qualifying for the Rewards Programme.

- **5.5. Customer life span**

- 5.5.1. Customers will earn points based on how long they have continuously been an active Vox customer as set out in the above table.
- 5.5.2. An active Vox customer is considered a customer who has active billing services to a rand value higher than R0.00 inclusive of VAT.



- 5.6. Bonus Product
  - 5.6.1. Customers will earn points based on having an active eligible bonus product as set out in the above table.
  - 5.6.2. 100 points will be allocated to having either 1 (one) or more eligible bonus products
  - 5.6.3. We reserve the right to add or remove eligible bonus products.
- 5.7. Promotion Points
  - 5.7.1. Customers will earn points related to specific Ad Hoc Vox Rewards campaign that Vox might run from time to time as set out in the above table.
  - 5.7.2. Points may be allocated according to the specific promotional campaign rules for a limited duration, whereafter they will fall away.
  - 5.7.3. We reserve the right to amend add or remove Promotion Points campaigns
  - 5.7.4. We reserve the right to add or remove promotion points.
  - 5.7.5. Eligibility to earn Promotion Points shall be determined in accordance with the provisions set forth in the applicable Promotion-specific Terms and Conditions.

### 6. Tier changes

- 6.1. Tier changes are done on a monthly cycle.
- 6.2. Updated Tier status and benefits will be available on the 1<sup>st</sup> (First) of the month following any applicable changes effected in the previous month.

### 7. Cancellations

- 7.1. Customers who no longer meet the qualifying criteria for the Rewards Programme will be off boarded from the programme on the last day of the qualifying month and will no longer have access to the rewards benefits.
- 7.2. Registered Rewards members who terminate all services with Vox will be off boarded from the programme on the last day of their effective cancellation date and will no longer have access to the rewards benefits
- 7.3. If customers wish to no longer have access to the Rewards Programme, please send notification in writing to [rewards@voxtelecom.co.za](mailto:rewards@voxtelecom.co.za)

### 8. General Terms and Conditions

- 8.1. Vox reserves the right to change, suspend or terminate these terms and conditions providing one calendar month's notice.
- 8.2. Updated Terms and Conditions can be viewed on our website
- 8.3. Rewards benefits are valid for a calendar month and will be renewed on the 1<sup>st</sup> (first) of each month.
- 8.4. Any benefits not redeemed within that month will be forfeited.
- 8.5. These terms and conditions (the "Terms") govern your use of our website at <https://www.rewards.vox.co.za/> our Vox Rewards loyalty Programme and our services (collectively, the "Vox Rewards Interface"). By using or

accessing the Vox Rewards Interface, you agree to be bound to these Terms. If you disagree with any part of these Terms, you must immediately stop using the Vox Rewards Interface or any part thereof.

- 8.6. You warrant and represent that you are, at least, 18 (eighteen) years of age or, if your local jurisdiction's statutes dictate a higher minimum age, then you warrant that you meet the mandated legal minimum age, or that you are assisted by your legal guardian who will be transacting on your behalf and that you are mentally fit to transact on the Vox Rewards Interface.
- 8.7. If this is not the case, you must notify us immediately if you require any assistance to understand or interpret these Terms.

**PLEASE READ OUR PRIVACY STATEMENT AND THE FOLLOWING TERMS BEFORE USING THE VOX REWARDS INTERFACE.**

**BY CONTINUING TO ACCESS OR USE THE VOX REWARDS INTERFACE, YOU WARRANT THAT YOU HAVE READ, UNDERSTOOD AND HAVE AGREED TO BE BOUND BY THESE TERMS.**

### 9. Grocery Coupon Benefit – Shoprite / Checkers

- 9.1. Summary  
Rewards members will have access to a "grocery product discount benefit", whereof clients/ members will receive up to 50 discounted coupons on selected dissimilar grocery and product discount coupons, per month, to be redeemed at any Shoprite/ Checkers outlets nationwide.
- 9.2. Benefit Terms and Conditions
  - 9.2.1. The Rewards grocery coupon benefit (the "Grocery Coupon Benefit") entitles you, as a monthly member, to access grocery coupons on a pre-defined list of grocery products at Shoprite/ Checkers Stores.
  - 9.2.2. The coupons are only redeemable at Shoprite/ Checkers stores within the Republic of South Africa.
  - 9.2.3. Please ensure that you have selected all the coupons you wish to purchase in your basket as you are limited to one Shoprite/ Checkers shopping trip per day.
  - 9.2.4. The coupons cannot be exchanged for cash
  - 9.2.5. This coupon may not be used in conjunction with any other in-store specials or promotions
  - 9.2.6. The coupons are only valid until the expiry date and whilst stocks last.
  - 9.2.7. Each digital coupon is redeemable via the Rewards interface up to 5 (five) coupons per product per month
  - 9.2.8. The pre-defined list of grocery items may be amended by Rewards Programme in its sole discretion and without prior notice to you.
  - 9.2.9. To redeem your coupons, Login or Register if you are a first-time user of the Rewards platform
    - » 9.2.9.1. Select your coupons from the relevant coupon partners by following the prompts.
    - » 9.2.9.2. Once the selected items have been scanned, inform the cashier that you have coupons and provide the cashier with

## Bronze, Silver and Gold

your coupon codes

- » 9.2.9.3. A Coupon Code will remain valid until the end of the month in which it was issued.

### 10. Grocery Coupon Benefit – Dis-Chem

- 10.1. Summary
- 10.2. Rewards members will have access to a “product coupon discount benefit”, whereof clients/ members will receive access up to 50 discounted coupons, per month, to be redeemed at any Dis-Chem outlet nationwide.
- 10.3. Benefit Terms and Conditions
  - 10.3.1.1. The Rewards coupon benefit (the “Coupon Benefit”) entitles you, as a monthly member, to access discount coupons on a pre-defined list of Health and Beauty products at Dis-Chem Stores.
  - 10.3.1.2. The coupon Benefit is only available for use by Rewards members that have paid their monthly subscription fee.
  - 10.3.1.3. The coupons are only redeemable at Dis-Chem stores within the Republic of South Africa.
  - 10.3.1.4. Please ensure that you have selected all the coupons you wish to purchase in your basket as you are limited to 1 Dis-Chem shopping trip per day.
  - 10.3.1.5. The coupons cannot be exchanged for cash.
  - 10.3.1.6. This coupon may not be used in conjunction with any other in-store specials or promotions.
  - 10.3.1.7. The coupons are only valid until the expiry date and whilst stocks last.
  - 10.3.1.8. Each digital coupon is redeemable via the Rewards interface up to 5 (five) coupons per product per month.
  - 10.3.1.9. To redeem your coupons, Login or Register if you are a first-time user of the Rewards platform.
    - » 10.3.1.9.1. Select your coupons from the relevant coupon partners by following the prompts.
    - » 10.3.1.9.2. Once the selected items have been scanned, inform the cashier that you have coupons and provide the cashier with your coupon codes.
    - » 10.3.1.9.3. A Coupon Code will remain valid for 24 hours from the time of issue.
- 10.4. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you.

### 11. Retail Gift Card Benefit

- 11.1. Rewards Retail Gift Cards Benefit applies to: Edgars, Ackermans, Pick n Pay Clothing, Poetry and Cape Union Mart
- 11.2. Summary
- Rewards members shall be eligible to purchase Edgars gift cards at a 10% discounted price and Ackermans, Pick n Pay Clothing, Poetry and Cape Union Mart gift cards at a 5% discounted price.
- 11.3. Benefit Terms and Conditions
  - 11.3.1. The Rewards retail benefit (the “Retail Benefit”) entitles you, as a monthly member, to a 10% (ten percent) discount on a purchase of an Edgars store gift card.
    - 11.3.2. The Rewards retail benefit (the “Retail Benefit”) entitles you, as a monthly member, to a 5% (five percent) discount on a purchase of an, Ackermans, Pick n Pay Clothing, Poetry and Cape Union Mart stores gift card.
    - 11.3.3. To qualify for the 5% (five percent) or 10% (ten percent) discount as indicated in clause 10.3.1 and 10.3.2, members must purchase a digital gift card for Edgars, Ackermans, Pick n Pay Clothing, Poetry or Cape Union Mart via the Rewards platform.
    - 11.3.4. The bearer of the electronic gift card code may use the code to purchase merchandise from any Edgars, Ackermans, Pick n Pay Clothing, Poetry or Cape Union Mart stores.
    - 11.3.5. The electronic gift card will only be accepted if a valid electronic gift card code is presented to the cashier from the Rewards application.
    - 11.3.6. All electronic gift cards may be redeemed at any service desk of an Edgars, Ackermans, Pick n Pay Clothing, Poetry and Cape Union Mart outlet/s nationwide; and
    - 11.3.7. Purchased gift cards will remain valid for redemption for a period of up to 12 months from the date of purchase/ activation thereof by the Rewards member.
    - 11.3.8. There are no limitations on frequency of purchases of electronic gift cards from Edgars.
    - 11.3.9. A purchase of one electronic gift card per month is available from Ackermans, Pick n Pay Clothing, Poetry and Cape Union Mart
    - 11.3.10. The electronic gift card may not be used for the payment of a retail account
    - 11.3.11. Cannot be exchanged for cash
    - 11.3.12. Cannot be used to purchase airtime
    - 11.3.13. for security reasons, this voucher or Gift Card should be kept in a safe place. If stolen, it may still be used to make unauthorised/ fraudulent purchases.
    - 11.3.14. lost or stolen Gift Cards will not be replaced or refunded. However, if you are in possession of the voucher or Gift Card number, you can call the Edgars Customer Service Centre on 031 010 0005 to report it lost or stolen, Mon – Fri: 08h00 – 17h00 or email: edgars.customercare@retailability.co.za.
    - 11.3.15. Edgars will block the voucher or the remaining amount on the Gift Card and transfer it to another Gift Card, which will be available when you next visit any Edgars store; and
    - 11.3.16. Gift Card balances can be checked in-store at a till point or by calling the Edgars Customer Service Centre on 031 010 0005
    - 11.3.17. An electronic Gift Card is a digital version of the existing Gift Card, and the following additional terms apply
      - » 11.3.17.1. if the full value of your electronic Gift Card is not used on your first purchase, the balance will be transferred to a physical Gift Card.
      - » 11.3.17.2. the electronic Gift Card cannot be topped up or be sent to someone else.
      - » 11.3.17.3. should the electronic Gift Card be deleted, or Rewards customer cell phone be lost or stolen, Neither Edgars nor the Rewards Programme will be liable for any reimbursement in any nature.
      - » 11.3.17.4. The usage of the electronic Gift Card is solely at the risk and discretion of Rewards member; and neither Edgars nor the Rewards Programme shall be held liable for any cellular network service operator’s delay in forwarding an electronic Gift Card to you.

- 10.4. The pre-defined discount amount and/ or gift card denomination may be amended by the Rewards Programme in its sole discretion and without prior notice to you.

### 12. Travel Benefit – Bus Tickets

- 12.1. Rewards Travel Benefit applies to: justGO
- 12.2. Summary  
Rewards members shall be eligible to receive a “travel discount benefit”, which entails members being eligible to purchase bus tickets at justGO, from a variety of bus services listed on their website
- 12.3. Benefit Terms and Conditions
  - 12.3.1. Members will receive R20.00 (twenty Rand) off all bookings less than R1000.00 (one thousand Rand).
  - 12.3.2. Members will receive R50.00 (fifty Rand) off all bookings above R1000.00 (one thousand Rand).
  - 12.3.3. Subject to such exclusions and qualification criteria as detailed in this clause:
    - » 12.3.3.1. Members will be allowed to claim up to R400 p.m. on return bus tickets.
    - » 12.3.3.2. Bus tickets can be to, and from, any destination within the borders of South Africa to which the selected bus service travels.
    - » 12.3.3.3. Bus tickets are to be booked via the justGO website at: [www.justgo.co.za](http://www.justgo.co.za), customer service helpdesk whereafter Rewards customer will receive a ticket electronically; and
  - 12.3.4. Purchased bus tickets will remain valid for redemption up to, and including, the date and time of travel.
  - 12.3.5. All bus ticket bookings are subject to justGO standard booking terms and conditions, including the respective Bus Service’s terms and conditions (a copy of which is available on the service provider’s website: <https://www.justgo.co.za/faq>).
- 12.4. The pre-defined discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you.

### 13. Travel Benefit – Flights

- 13.1. Rewards Travel Benefit applies to: FlySafair via justGO
- 13.2. Summary  
Direct Rewards undertakes to provide the Customer with access to a “travel discount benefit”, for its clients/ members, which entails clients/ members being eligible for cashback on FlySafair tickets from Direct Rewards.
- 13.3. Benefit Terms and Conditions
  - 13.3.1. Direct Rewards undertakes to offer a rebate to clients/ members of R75 per month for valid return flight ticket; Subject to such exclusions and qualification criteria, Direct Rewards warrants that:
  - 13.3.2. Clients/ members will be allowed to redeem for 1 (one) return ticket per month
  - 13.3.3. Flight tickets to and from, any destination serviced by FlySafair
  - 13.3.4. Flight air tickets will remain valid for redemption up to 48 hours after, the date and time of travel.

- 13.3.5. The Parties specifically record that the Customer may provide this benefit to its clients
- 13.3.6. A claims submission form must clearly show the members full name, surname, cell phone numbers upon such terms and conditions as it may determine in its sole discretion, on the condition that any variation to the Benefit terms and conditions have been approved by Direct Rewards in writing.

- 13.4. The pre-defined discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you.

### 14. Travel Benefit – SL Travel

- 14.1. Summary  
Rewards members will have access to “discounts on travel packages”, when booking travel packages with SL Travel.
- 14.2. Benefit Terms and Conditions
  - 14.2.1. Voucher limited to one per Rewards member per month per booking,
  - 14.2.2. Benefit options available are:
    - » 14.2.2.1. Up to R250 off domestic packages.
    - » 14.2.2.2. Up to R500 off regional packages.
    - » 14.2.2.3. R1000 off international packages.
  - 14.2.3. Travel packages include flights, accommodation and land transport.
  - 14.2.4. Voucher is not refundable or transferable.
  - 14.2.5. Vouchers may not be exchanged for cash.
  - 14.2.6. All travel bookings are subject to SL Travel standard booking terms and conditions (a copy of which is available on the service provider’s website: <https://sl-travel.co.za/wcontent/uploads/2023/01/terms.pdf>).
- 14.3. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you.

### 15. Travel Benefit – Car Hire

- 15.1. Rewards Travel Benefit applies to: Avis Rent a Car and Woodford Car Hire
- 15.2. Summary  
Rewards members shall be eligible to receive a “travel discount benefit”, which entails members being eligible for a “car hire discount benefit” from Avis Rent a Car and Woodford Car Hire, via the online booking platform.
- 15.3. Benefit Terms and Conditions
  - 15.3.1. Discount rates offered to members at a cost equal to 15% (Fifteen percent) at Avis rent a Car and Woodford Car hire standard charge for the applicable car hire/rental.
  - 15.3.2. Subject to such exclusions and qualification criteria, the Rewards Programme warrants that:
    - » 15.3.2.1. members will be allowed to book an unlimited number of car hire/rentals.
    - » 15.3.2.2. Car rentals can be from, any destination within the borders of South Africa to which Avis rent a Car provides services.
    - » 15.3.2.3. Car rentals are to be booked via the Avis Rent a Car or



Woodford Car hire website whereafter Rewards customer will receive a confirmation electronically.

- 15.3.3. Members must be in possession of a Valid RSA driver's license or Valid International driver's license.
- 15.3.4. Members must be in possession of a Valid Bank Credit Card, to be utilised for making payment and for the rental deposit.
- 15.3.5. All additional charges for insurances, fuel, rental extras and cross-border fees are for the member's expense.
- 15.3.6. All bookings are subject to Avis Rent a Car and Woodford Car hire standard booking terms and conditions, a copy of which is available on the service provider's website: <https://www.avis.co.za/TermsandCondition> and <https://www.woodford.co.za/terms-and-conditions>

- 15.4. **The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you.**

### 16. Education Benefit – IT Upskill

- 16.1. **Summary**
- Rewards members will be provided with 'discounted' education packages, when registering via IT Upskill.
- 16.2. **Benefit Terms and Conditions**
  - 16.3. Members will receive electronic discount codes to study online courses as agreed.
  - 16.4. The discount benefits available are:
    - 16.4.1. Offer A - R1 000 voucher for use on any course up to R7 000.
    - 16.4.2. Offer B - 60% off any 6-month or 12-month career path courses.
  - 16.5. Vouchers are limited to one per course.
  - 16.6. Valid for online and distance learning only.
  - 16.7. There are no limitations on number of courses members can enroll on.
  - 16.8. Eligible for redemption on courses on [www.itupskillsa.co.za](http://www.itupskillsa.co.za). (subject to limited exceptions as determined at IT Upskill's sole discretion)
- 16.9. **The pre-defined benefit partner, discount amount and/ or gift card denomination may be amended by the Rewards Programme in its sole discretion and without prior notice to you.**

### 17. Education Benefit – You Can Do Science

- 17.1. **Summary**
- Rewards members shall be eligible for 'discounted' educational courses when enrolling with You Can Do Science
- 17.2. **Benefit Terms and Conditions**
  - 17.3. Members will receive electronic discount codes for select online tuition.
  - 17.4. Vouchers are limited to one per course.
  - 17.5. The Benefit options available are:
    - » 17.5.1. 5% off a 3 month's subscription
    - » 17.5.2. 10% off a 6 month's subscription
    - » 17.5.3. 20% off a 9 month's subscription
    - » 17.5.4. 30% off a 12 month's subscription

» 17.5.2. 10% off a 6 month's subscription

» 17.5.3. 20% off a 9 month's subscription

» 17.5.4. 30% off a 12 month's subscription

- 17.6. There are no limitations on the number of courses enrolled for.
- 17.7. Eligible for redemption on courses at [www.youcandoscience.co.za](http://www.youcandoscience.co.za) (subject to limited exceptions as determined at You Can Do Science's sole discretion)

- 17.8. **The pre-defined benefit partner, discount amount and/ or gift card denomination may be amended by the Rewards Programme in its sole discretion and without prior notice to you.**

### 18. Education Benefit – GetSmarter

- 18.1. **Summary**
- Rewards members shall be eligible to receive a 'discount' of 15% on select education packages when registering for a course via GetSmarter.
- 18.2. **Benefit Terms and Conditions**
  - 18.3. Members will get a 15% discount off the short courses listed price.
  - 18.4. Discount codes are limited to one per course.
  - 18.5. Discount codes are non-transferrable or refundable.
  - 18.6. Only learners who successfully complete identity verification by GetSmarter including that they are not resident in sanctioned or listed on any governmental body's sanctions list may enrol in a short course.
  - 18.7. Eligible for redemption on short courses on [www.getsmarter.com](http://www.getsmarter.com) (subject to certain limited exceptions as determined at GetSmarter's sole discretion)
- 18.8. **The pre-defined benefit partner, discount amount and/ or gift card denomination may be amended by the Rewards Programme in its sole discretion and without prior notice to you.**

### 19. Education Benefit – edX

- 19.1. **Summary**
- Rewards members shall be eligible to receive a "discount" of 20% on select education packages when registering for a course via edX.
- 19.2. **Benefit Terms and Conditions**
  - 19.3. Members will get a 20% discount off the short courses listed price.
  - 19.4. Discount codes are limited to one per course.
  - 19.5. Discount codes are non-transferrable or refundable.
  - 19.6. Only learners who successfully complete identity verification by edX including that they are not resident in sanctioned or listed on any governmental body's sanctions list may enrol in a short course.
  - 19.7. Eligible for redemption on courses [www.edx.org](http://www.edx.org) (subject to certain limited exceptions as determined at edX sole discretion)

- 19.8. The pre-defined benefit partner, discount amount and/ or gift card denomination may be amended by the Rewards Programme in its sole discretion and without prior notice to you.

### 20. Fast Food Benefit

- 20.1. Rewards fast food Benefit applies to: KFC, Hungry Lion, Steers, Debonairs Pizza
- 20.2. Summary
- Rewards members shall be eligible to receive a 'discounted' digital voucher code for making purchases from prescribed fast-food outlets. The discount vouchers can then be used on their next purchase at the prescribed fast-food outlet
- 20.3. Benefit Terms and Conditions
  - 20.4. A member will receive a discount voucher for their next fast-food meal purchased from a participating store, provided that they:
    - 20.4.1. Spend the specified amount to receive the respective voucher:
      - » 20.4.1.1. Spend R250 (two hundred and fifty Rand) or more, excluding the delivery fee, to qualify for a R50 (fifty Rand) voucher.
      - » 20.4.1.2. Spend R150 (one hundred and fifty Rand) or more, excluding the delivery fee, to qualify for a R30 (thirty Rand) voucher.
      - » 20.4.1.3. Spend R100 (one hundred Rand) or more, excluding the delivery fee, to qualify for a R15 (fifteen Rand) voucher.
    - 20.4.2. Member to submit claim within 24 (twenty-four) hours from visiting the participating outlet or ordering through the respective fast-food application (e.g., the KFC and Debonairs App).
    - 20.4.3. The image of the receipt for each claim submitted must display:
      - » 20.4.3.1. Date and time of receipt
      - » 20.4.3.2. Receipt number
      - » 20.4.3.3. Fast-food outlet name
      - » 20.4.3.4. Meals purchased and price per item
      - » 20.4.3.5. Total amount of the purchase excluding any tip.
    - 20.4.4. The refund will be calculated based on the qualifying criteria and the amount spent on the bill, up to a maximum of R30.00 (thirty Rand) per claim.
    - 20.4.5. Claims will be processed within 5 (five) Business Days.
    - 20.4.6. All claim submissions will be vetted and approved by Rewards Client Services based on the above criteria.
    - 20.5. For the Fast-Food outlet's Mobile application voucher redemptions, members will need to adhere to the fast-food outlet's application terms and conditions.
    - 20.6. Members will also need to enter the voucher number in the required field in the app before confirming the payment method.
    - 20.7. To qualify for a voucher reissue, members will need to purchase food to the value of R100 (one hundred Rand) or more, excluding voucher spend.
    - 20.8. The Fast-Food Benefit:
      - » 20.8.1. can only be redeemed at participating outlets. We shall be entitled, in our sole and absolute discretion, to amend

the list of outlets from time to time. Whilst every effort will be made to ensure that all listed outlets are trading, the Rewards Programme shall not be held liable in the event of any restaurant closures.

- » 20.8.2. member voucher is valid for 1 (one) use only.
- » 20.8.3. members cannot use 2 (two) vouchers for one purchase.
- » 20.8.4. member is limited to 4 (four) claims per subscription month.
- » 20.8.5. member must redeem within 30 days from date of voucher issue.
- » 20.8.6. is based on the outlet's standard prices.
- » 20.8.7. shall not be applicable with any special offers, promotions, other discount vouchers or loyalty Programmes.
- » 20.8.8. applies to individual line items on the menu whereby only one discount applies; and
- » 20.8.9. applies to meals that include drinks.
- 20.9. Discount vouchers cannot be redeemed using other food delivery services, e.g.: UBER Eats, MrD, etc.

- 20.10. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you

### 21. Online Shopping Benefit – Brandz

- 21.1. Summary
- Rewards Members will receive 10% discount on selected fashion items at the Brandz online Store.
- 21.2. Benefit Terms and Conditions
  - 21.3. There are no limitations on frequency of purchases.
  - 21.4. There are no limitations on the number of purchase items and/ or purchases.
  - 21.5. Vouchers are not transferable.
  - 21.6. Vouchers are not redeemable for cash and may not be on sold.
  - 21.7. Discounts do not apply to delivery charges.
  - 21.8. All purchases are subject to Brandz standard terms and conditions (a copy of which is available on the service provider's website <https://brandzz.co.za/terms-conditions/>).
- 21.9. The pre-defined benefit partner and discount amount and/ or gift card denomination may be amended by the Rewards Programme in its sole discretion and without prior notice to you.

### 22. Online Shopping Benefit – Statesman Stationery

- 22.1. Summary
- Rewards members shall be eligible to receive a 'discount' of 10% off the retail price of stationery from Statesman Stationers.
- 22.2. Benefit Terms and Conditions
  - 22.3. Members will receive 10% discount on selected stationery products at the Statesman online Store.
  - 22.4. There are no limitations on frequency of purchases.
  - 22.5. Vouchers are not transferable.



- 22.6. Vouchers are not redeemable for cash and may not be on sold.
- 22.7. Discounts do not apply to delivery charges.
- 22.8. All purchases are subject to Statesman Stationery standard terms and conditions (a copy of which is available on the service provider's website <https://statesman.co.za/returns-and-refunds-policy>).
- 22.9. **The pre-defined benefit partner and discount amount and/ or gift card denomination may be amended by the Rewards Programme in its sole discretion and without prior notice to you.**

### 23. Online Shopping Benefit – Asus

- 23.1. **Summary**
- Rewards members shall be eligible to receive 'discounted purchases' on the retail price of items from Asus online platform.
- 23.2. **Benefit Terms and Conditions**
  - 23.3. Rewards Members qualify for an 8% discount on Asus devices online.
  - 23.4. Discounts do not apply to sale and promotional items.
  - 23.5. Discounts can only be used for purchases and not for other services available.
  - 23.6. All purchases are subject to Asus Online standard booking terms and conditions (a copy of which is available on the service provider's website: <https://za.store.asus.com/terms-and-conditions>).
- 23.7. **The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you.**

### 24. Online Shopping Benefit – Dress your Tech

- 24.1. **Summary**
- Rewards members shall be eligible to receive 'discounted purchases' on the retail price of items from Dress your Tech online store
- 24.2. **Benefit Terms and Conditions**
  - 24.2.1. Rewards Members will receive a 25% discount on the online store.
  - 24.2.2. Vouchers can be used online when requested on the Rewards platform
  - 24.2.3. Vouchers are not transferable.
  - 24.2.4. Vouchers are not redeemable for cash and may not be sold on.
  - 24.2.5. Discounts do not apply to sale and promotional items.
  - 24.2.6. Discounts can only be used for purchases and not for other services available.
  - 24.2.7. All purchases are subject to Dress Your Tech standard terms and conditions (a copy of which is available the service provider's website: <https://www.dressyourtech.co.za/policies/terms-of-service>).
- 24.3. **The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole**

**discretion and without prior notice to you**

### 25. Online Shopping Benefit – Kidsalot

- 25.1. **Summary**
- 25.2. Rewards members shall be eligible to receive 'discounted purchases' on the retail price of items from Kidsalot.
- 25.3. **Benefit Terms and Conditions**
  - 25.3.1. The Benefit Includes:
    - » 25.3.1.1. Offer 1: 30% off on non-promotional items from Kidsalot.
    - » 25.3.1.2. Offer 2: 10% on promotional items.
  - 25.3.2. One member per voucher code per purchase.
  - 25.3.3. Discount vouchers are not transferable for cash.
  - 25.3.4. Discounts are valid for purchases, made on the online store [www.kidsalot.co.za](http://www.kidsalot.co.za)
  - 25.3.5. All purchases are subject to Kidsalot standard booking terms and conditions (a copy of which is available the service provider's website: <https://kidsalot.co.za/terms-conditions/>).
- 25.4. **The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you**

### 26. Online Shopping Benefit – Cart in Mart

- 26.1. **Summary**
- 26.2. Rewards Members shall be eligible to receive 'discounted purchases' on the retail price of items from Cart In Mart.
- 26.3. **Benefit Terms and Conditions**
  - 26.3.1. Rewards Members will receive R100 off purchases of R600 or more at Cart in Mart.
  - 26.3.2. Offers are valid for online purchases only.
  - 26.3.3. There are no limitations on frequency of purchases.
  - 26.3.4. One member per voucher code per purchase.
  - 26.3.5. Discount vouchers are not transferable for cash.
  - 26.3.6. All purchases are subject to Cart in the Mart standard booking terms and conditions (a copy of which is available on the service provider's website: <https://cartinmart.co.za/policies/terms-of-service>)
- 26.4. **The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you**

### 27. Online Shopping Benefit – The Casio Shop

- 27.1. **Summary**
- 27.2. Rewards members shall be eligible to receive 'discounted purchases' on the retail price of items from The Casio Shop
- 27.3. **Benefit Terms and Conditions**
  - 27.3.1. Rewards Members will receive a 10% discount on non-sale Casio items

- 27.3.2. Discounts do not apply to sale and promotional items.
- 27.3.3. Discounts can only be used for purchases and not for other services available.
- 27.3.4. All purchases are subject to Casio Online standard booking terms and conditions (a copy of which is available the service provider's website: <https://www.thecasioshop.co.za/pages/terms-and-conditions>).
- **27.4. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you**

### 28. Experiences Benefit – The Ann Van Dyk Cheetah Centre

- 28.1. Summary
- 28.2. Rewards members shall be eligible to receive a 'discounted experience' when booking an experience with The Ann Van Dyk Cheetah Centre.
- 28.3. Benefit Terms and Conditions
  - 28.3.1. Discounts of 50% off experiences for 2 (two) at The Ann Van Dyk Cheetah Centre
  - 28.3.2. The Benefit Includes:
    - » 28.3.2.1. Guided tour in an open Game Viewer (Guests are taken out to an open game viewer into both a wild dog and two cheetah enclosures where guests can feed the animals. Animals are in close range of the vehicle.
    - » 28.3.2.2. Cheetah Run and Guided tour (Guests get to see a cheetah chase a mechanical lure thereafter can feed the animals)
  - 28.3.3. Pre-Booking is essential and subject to availability.
  - 28.3.4. Benefit Exclusions:
    - » 28.3.4.1. Children under the age of 7 (Seven) years or 1.2 metres are not allowed on the tour
    - » 28.3.4.2. Booking via The Ann Van Dyk Cheetah Centre through their call centre 063 693 7403 whereafter Rewards customer will receive a ticket electronically
  - 28.3.5. Not redeemable for cash
  - 28.3.6. Discounts are non-transferable.
  - 28.3.7. All bookings are subject to the partners standard terms and conditions (a copy of which is available on the service provider's website: <https://dewildt.co.za/>).
- **28.4. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you**

### 29. Experiences Benefit – Rush Extreme

- 29.1. Summary
- 29.2. Rewards members shall be eligible to receive a 'discounted bookings' when booking an activity with Rush Extreme.
- 29.3. Benefit Terms and Conditions
  - 29.3.1. Discounts of up to 37% off experiences at Rush Extreme in South Africa, is applicable to eligible members.
  - 29.3.2. The Benefit Includes:
    - » 29.3.2.1. 2 x 1 hour All Access Tickets at R200 (two hundred

Rand)

- » 29.3.2.2. Full access to Rush for 2 people for 1 hour
- 29.3.3. Tickets can be redeemed at the Johannesburg and/or Cape Town branches.
- 29.3.4. Tickets are valid for 1 (one) year from date of purchase.
- 29.3.5. Exclusions:
  - » 29.3.5.1. Not redeemable for cash
  - » 29.3.5.2. Cannot be used in conjunction with any other deals or promotions offered by Rush.
  - » 29.3.5.3. Nonslip Rush socks
  - » 29.3.5.4. Public holidays
  - » 29.3.5.5. Toddler time and Parent tickets
- 29.3.6. Booking is completed via the Rush Extreme website whereafter Rewards customer will receive a ticket electronically
- 29.3.7. All purchases are subject to the partners standard booking terms and conditions (a copy of which is available on the service provider's website: <https://www.rushsa.co.za/terms-conditions/>).
- **29.4. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you**

### 30. Experiences Benefit – Quadzilla Sandboarding

- 30.1. Summary
- 30.2. Rewards members shall be eligible to receive a 'discounted experience' when booking an experience with Quadzilla Sandboarding
- 30.3. Benefit Terms and Conditions
  - 30.3.1. Rewards Members pay R695 including permit for sandboarding experience at Quadzilla Sandboarding.
  - 30.3.2. The Benefit Includes:
    - » 30.3.2.1. Minimum booking of 3 guests or join an existing group (Minimum age 4 years)
    - » 30.3.2.2. Sandboarding Permit
    - » 30.3.2.3. Sandboards available from 4 years and older
    - » 30.3.2.4. Staff members will assist in waxing the sandboard and assist with instructions
  - 30.3.3. Sandboarding is a weather-dependent activity. It does not take place in wet conditions or very high winds.
  - 30.3.4. Booking are not redeemable for cash.
  - 30.3.5. Discounts are non-transferable.
  - 30.3.6. All purchases are subject to the partners standard booking terms and conditions (a copy of which is available on the service provider's website: <https://quadzilla.co.za/>).
- **30.4. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you**

### 31. Experiences Benefit – U Cook

- 31.1. Summary
- 31.2. Rewards members shall be eligible to receive a 'discounted meals' when purchasing a Meal Kit from U Cook.



### • 31.3. Benefit Terms and Conditions

- 31.3.1. The Benefit Includes:
  - » 31.3.1.1. Offer 1 - Discount of 50% off first Meal Kit purchase at U Cook in South Africa, is applicable to eligible members.
  - » 31.3.1.2. Offer 2 - Customer will receive 10% off their next meal kit.
- 31.3.2. Offers may not be combined with any other sale, promotion, discount, code, credit, coupon and/ or offer.
- 31.3.3. Offers cannot be sold or otherwise bartered.
- 31.3.4. The unique code can only be once per user.
- 31.3.5. All purchases are subject to the partners standard booking terms and conditions (a copy of which is available on the service provider's website: <https://www.ucook.co.za/>).

### • 31.4. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you

## 32. Entertainment Benefit – KOODOO.co.za

- 32.1. Summary
- 32.2. Rewards members shall be eligible to receive a 'discount' of R50 off the retail price, when spending R300 or more at KOODOO online store.
- 32.3. Benefit Terms and Conditions
  - 32.3.1. Members will receive R50 discount when spending R300 or more on selected products at the online Store.
  - 32.3.2. There are no limitations on frequency of purchases.
  - 32.3.3. Vouchers are not transferable
  - 32.3.4. Vouchers are not redeemable for cash and may not be on sold
  - 32.3.5. All purchases are subject to koodoo.co.za standard terms and conditions (a copy of which is available the service provider's website).
- 32.4. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you

## 33. Entertainment Benefit – Nu Metro

- 33.1. Summary
- 33.2. Rewards members shall be eligible for "movie discount benefit", which entails Rewards members being eligible to purchase a standard Nu Metro 2D movie ticket at a fixed discounted price
- 33.3. Benefit Terms and Conditions
  - 33.3.1. Rewards members will be provided with a standard Nu Metro 2D movie ticket at a discount of 50% of the retail ticket price.
  - 33.3.2. Subject to such exclusions and qualification criteria as detailed in this clause:
    - » 33.3.2.1. Tickets need to be purchased via the Rewards platform.
    - » 33.3.2.2. Tickets can be redeemed to watch 2D movies at participating Nu Metro branches.
    - » 33.3.2.3. Tickets may be redeemed by members via the Nu

Metro ticketing platforms (online or in-cinema).

- » 33.3.2.4. Vouchers marked "2D" are valid for one (1) regular "2D" movie ticket
- » 33.3.2.5. Vouchers marked "2D" are not valid for "3D", Scene Xtreme, Scene VIP or 4DX offerings
- » 33.3.2.6. Vouchers may not be exchanged for cash
- » 33.3.2.7. Vouchers do not guarantee entry to a cinema, as a regular box offering Terms and Conditions, as well as processes, apply and certain performances may be sold out.
- » 33.3.2.8. Vouchers are valid for 30 (thirty) days from the date of purchase.

### • 33.4. The pre-defined benefit partner and discount amount may be amended by the Rewards programme in its sole discretion and without prior notice to you

## 34. Health and Wellness Benefit – Mangwanani Spa

- 34.1. Summary
- 34.2. Rewards members shall be eligible to receive "discount vouchers" at Mangwanani Spa for various standard packages when making a booking.
- 34.3. Benefit Terms and Conditions
  - 34.3.1. Rewards Members need to request a discount voucher via the Rewards platform.
  - 34.3.2. Booking of treatment is done directly with Mangwanani via their standard communication channels.
  - 34.3.3. Voucher codes are limited to one code per package per member.
  - 34.3.4. Only one voucher may be redeemed per treatment booking.
  - 34.3.5. No change or refund will be given for any discount vouchers.
  - 34.3.6. Vouchers cannot be exchanged for cash equivalent.
  - 34.3.7. The number of redemptions is limited to one per member per month.
  - 34.3.8. The discount benefits available are:
    - 34.3.8.1. Offer A – Half Day Spa. Discounted rate offered at R899 per person midweek.
    - 34.3.8.2. Offer B – R100 off standard packages, cannot be used with another special offer
    - 34.3.8.3. Offer C – Full Body Massage for 2 valued at R699
  - 34.3.9. All package bookings are subject to Mangwanani's standard booking terms and conditions (a copy of which is available on the service provider's website [www.mangwanani.co.za](http://www.mangwanani.co.za))
- 34.4. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you

## 35. Health and Wellness Benefit – Virgin Active

- 35.1. Summary
- 35.2. Rewards members shall be eligible to receive a 'discount' of 10% off the retail price of a 12-month gym contract when signing up with Virgin Active.



### 35.3. Benefit Terms and Conditions

- 35.3.1. Rewards Members need to request a discount code via the Rewards platform.
- 35.3.2. The 10% Fee discount is applicable for the first 12 months of the contract, only.
  - » 35.3.2.1. Joining fees and Activation fees may apply.
- 35.3.3. Fee discount is available to eligible members only.
- 35.3.4. The discount benefit may not be used in conjunction with any other loyalty Programme offering and/ or promotional offerings.
- 35.3.5. The discount benefit is only applicable to a “new” 12-month contract being signed.
- 35.3.6. All membership contracts are subject to the Virgin Active terms and conditions (a copy of which is available in the membership contract and on the service provider’s website: <https://hello.virginactive.co.za/support/home>).

### 35.4. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you

- 36.3.4. Only one voucher may be redeemed per treatment booking.
- 36.3.5. No change or refund will be given for any discount vouchers.
- 36.3.6. **The Benefit Includes:**
  - » 36.3.6.1. Package for 2 people inclusive of
  - » 36.3.6.2. Welcome drinks
  - » 36.3.6.3. Hot stone full body Massage (80 minutes)
  - » 36.3.6.4. Price R999
- 36.3.7. All purchases are subject to outlets standard booking terms and conditions (a copy of which is available on the service provider’s website [www.lavitaspas.com](http://www.lavitaspas.com)).

### 36.4. The pre-defined benefit partner and discount amount may be amended by the Rewards Programme in its sole discretion and without prior notice to you

### 37. Service Delivery and Query Handling

- The Rewards Client Services shall solely be responsible for addressing and resolving all the member queries and/ or concerns related to this Benefit and undertakes to do so in strict accordance with the terms and conditions.

### 36. Health and Wellness Benefit – La Vita Spa

#### 36.1. Summary

- 36.2. Rewards members shall be eligible to receive “discounted offer” when booking with La Vita Spa.

#### 36.3. Benefit Terms and Conditions

- 36.3.1. Rewards Members need to request a discount voucher code via the Rewards platform.
- 36.3.2. Booking of treatment is done directly with La Vita Spa via their standard communication channels.
- 36.3.3. Voucher codes are limited to one code per package per member.

### 38. Assistance Service Benefit

- Assistance Service benefits are available to Rewards Members 24/7/365, assistance services are provided telephonically at no charge. Members may request in-person consultation and assistance, this can be arranged and provided to the member at a separate cost, for the members account

REWARDS ASSISTANCE SERVICE BENEFIT		
ASSISTANCE SERVICE BENEFIT – LEGAL ASSISTANCE		
BENEFIT DESCRIPTION	BENEFIT DESCRIPTION	TERMS & CONDITIONS
Legal Assistance (Telephonic)	Telephonic Legal consultation for Main members with a qualified Para-legal.	Limited telephonic legal advice and consultation. This benefit is available to all members reflected on the bordereaux. Any face-to-face consultations will be for the member’s own expense.
ASSISTANCE SERVICE BENEFIT – – TRAUMA COUNSELLING		
BENEFIT DESCRIPTION	BENEFIT DESCRIPTION	TERMS & CONDITIONS
Trauma Counselling (Telephonic)	Telephonic counselling sessions for Main members with a qualified counsellor.	Limited telephonic advice and trauma counselling. This benefit is available to all members reflected on the bordereaux. Any face-to-face consultations will be for the member’s own expense.
ASSISTANCE SERVICE BENEFIT – MEDICAL ADVICE		
BENEFIT DESCRIPTION	BENEFIT DETAIL	TERMS & CONDITIONS
Medical Advice (Telephonic)	Telephonic medical consultation for Main members with a qualified paramedic.	Limited to telephonic medical consultations. This benefit is available to all members reflected on the bordereaux. Any prognosis provided telephonically, would need to be confirmed with a physical examination by a Medical Doctor. No diagnosis will be provided, and a Medical Doctor would need to be consulted for a physical examination. No medical scripts or referral letters will be provided, a Medical Doctor and/ or Pharmacist would need to be consulted. Any face-to-face consultations will be for the member’s own expense.



ASSISTANCE SERVICE BENEFIT – CREDIT COUNSELLING		
BENEFIT DESCRIPTION	BENEFIT DETAIL	TERMS & CONDITIONS
Credit Counselling (Telephonic)	Telephonic credit consultation for Main members with a qualified financial advisor.	Limited to telephonic credit counselling. This benefit is available to all members reflected on the bordereaux. Any face-to-face consultations and/ or debt consolidation services will be for the member's own expense.
ASSISTANCE SERVICE BENEFIT – WILLS & ESTATE PLANNING		
BENEFIT DESCRIPTION	BENEFIT DETAIL	TERMS & CONDITIONS
Wills & Estate Planning (Telephonic)	Telephonic Wills and Estate planning consultation for Main members with a qualified financial advisor.	Limited to telephonic consultation and free draft of Final Will and testament. This benefit is available to all members reflected on the bordereaux. Any face-to-face consultations and additional services will be for the member's own expense.