



ALLEY ROADS REWARDS BENEFIT TERMS AND CONDITIONS

NOTICE TO MEMBERS AND USERS: THIS IS AN IMPORTANT DOCUMENT WHICH EXPLAINS THE TERMS AND CONDITIONS OF THE Alley Roads Rewards PROGRAMME – PLEASE READ IT CAREFULLY AND PAY CLOSE ATTENTION TO CLAUSES IN BOLD TEXT.

These terms and conditions (the “**Terms**”) govern your use of our website at <https://www.rewards.alleyroads.co.za/> our Alley Roads Rewards loyalty programme and our services (collectively, the “**Alley Roads Rewards Interface**”). By using or accessing the Alley Roads 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 Alley Roads Rewards Interface or any part thereof.

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 local 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 Alley Roads Rewards Interface.

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 ALLEY ROADS REWARDS INTERFACE.

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

Grocery Coupon Benefit – Shoprite/ Checkers

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.

2. Benefit Terms and Conditions

- 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.
- 2.2. The Grocery Coupon Benefit is only available for use by Rewards members that have paid their monthly subscription fee.
- 2.3. The coupons are only redeemable at Shoprite/ Checkers stores within the Republic of South Africa.
- 2.4. Please ensure that you have selected all the coupons you wish to purchase in your basket as you are limited to 1 Shoprite/ Checkers shopping trip per day.
- 2.5. The coupons cannot be exchanged for cash.
- 2.6. This coupon may not be used in conjunction with any other in-store specials or promotions.
- 2.7. The coupons are only valid until the expiry date and whilst stocks last.
- 2.8. Each digital coupon is redeemable *via* the Rewards interface up to 5 (five) coupons per product per calendar month.

The pre-defined list of grocery items may be amended by Rewards program in its sole discretion and without prior notice to you.

- 2.9. To redeem your coupons, Login or Register if you are a first-time user of the Rewards platform:
 - 2.9.1. Select your coupons from the relevant coupon partners by following the prompts.
 - 2.9.2. Once the selected items have been scanned, inform the cashier that you have coupons and provide the cashier with your coupon codes.
 - 2.9.3. A Coupon Code will remain valid until the end of the month in which it was issued.

3. 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.

Grocery Coupon Benefit – uSave

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 uSave outlets nationwide.

2. Benefit Terms and Conditions

- 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 uSave Stores.
- 2.2. The Grocery Coupon Benefit is only available for use by Rewards members that have paid their monthly subscription fee.
- 2.3. The coupons are only redeemable at uSave stores within the Republic of South Africa.

- 2.4. Please ensure that you have selected all the coupons you wish to purchase in your basket as you are limited to 1 uSave shopping trip per day.
- 2.5. The coupons cannot be exchanged for cash.
- 2.6. This coupon may not be used in conjunction with any other in-store specials or promotions.
- 2.7. The coupons are only valid until the expiry date and whilst stocks last.
- 2.8. Each digital coupon is redeemable *via* the Rewards interface up to 5 (five) coupons per product per month.

The pre-defined list of grocery items may be amended by Rewards program in its sole discretion and without prior notice to you.

- 2.9. To redeem your coupons, Login or Register if you are a first-time user of the Rewards platform:
 - 2.9.1. Select your coupons from the relevant coupon partners by following the prompts.
 - 2.9.2. Once the selected items have been scanned, inform the cashier that you have coupons and provide the cashier with your coupon codes.
 - 2.9.3. A Coupon Code for will remain valid until the end of the month in which it was issued.

3. 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.

Grocery Coupon Benefit – Dis-Chem

1. Summary

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.

2. Benefit Terms and Conditions

- 2.1. 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.
- 2.2. The coupon Benefit is only available for use by Rewards members that have paid their monthly subscription fee.
- 2.3. The coupons are only redeemable at Dis-Chem stores within the Republic of South Africa.
- 2.4. 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.
- 2.5. The coupons cannot be exchanged for cash.
- 2.6. This coupon may not be used in conjunction with any other in-store specials or promotions.
- 2.7. The coupons are only valid until the expiry date and whilst stocks last.
- 2.8. Each digital coupon is redeemable *via* the Rewards interface up to 5 (five) coupons per product per month.

The pre-defined list of grocery items may be amended by the Rewards program in its sole discretion and without prior notice to you.

- 2.9. To redeem your coupons, Login or Register if you are a first-time user of the Rewards platform:
 - 2.9.1. Select your coupons from the relevant coupon partners by following the prompts.
 - 2.9.2. Once the selected items have been scanned, inform the cashier that you have coupons and provide the cashier with your coupon codes.

2.9.3. A Coupon Code will remain valid for 24 hours from the time of issue.

3. 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.

Rewards Retail Gift Cards Benefit – Edgars, Style, Legit, Beaver Canoe & Edgars Beauty.

1. Summary

Rewards members shall be eligible to purchase Edgars, Style, Legit & Beaver Canoe cards at a 10% discounted price.

2. Benefit Terms and Conditions

- 2.1. 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, Style, Beaver Canoe and Legit stores gift card.
- 2.2. The Retail Benefit is only available for use by Rewards members that have paid their monthly subscription fee.
- 2.3. To qualify for the 10% (ten percent) discount, members must purchase a digital gift card for either Edgars, Style, Legit and/ or Beaver Canoe via the Rewards platform.
- 2.4. The bearer of the electronic gift card code may use the code to purchase merchandise from any Edgar’s, Style, Beaver Canoe and Legit stores.
- 2.5. The electronic gift card will only be accepted if a valid electronic gift card code is presented to the cashier from the Rewards application.
- 2.6. All electronic gift cards may be redeemed at any service desk of an Edgars, Beaver Canoe, Legit and Style outlet/s nationwide; and
- 2.7. 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.
- 2.8. There are no limitations on frequency of purchases of electronic gift cards.
- 2.9. The electronic gift card may not be used for the payment of a retail account
- 2.10. Cannot be exchanged for cash
- 2.11. Cannot be used to purchase airtime
- 2.12. **for security reasons, this voucher or Gift Card should be kept in a safe place. If stolen, it may still be used to make unauthorized/ fraudulent purchases.**
- 2.13. 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.
- 2.14. 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
- 2.15. Gift Card balances can be checked in-store at a till point or by calling the Edgars Customer Service Centre on 031 010 0005
- 2.16. An electronic Gift Card is a digital version of the existing Gift Card, and the following additional terms apply:
 - 2.16.1. 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.
 - 2.16.2. the electronic Gift Card cannot be topped up or be sent to someone else.
 - 2.16.3. should the electronic Gift Card be **deleted**, or Rewards customer cell phone be **lost or stolen, Neither Edgars nor the Rewards program will be liable for any reimbursement of any nature.**
 - 2.16.4. The electronic gift card can be resent to a member, however, only to the original number.
 - 2.16.5. the usage of the electronic Gift Card is **solely at the risk and discretion of Rewards member; and neither Edgars nor the Rewards program shall be held liable** for any cellular network service operator’s delay in forwarding an electronic Gift Card to you.

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

3. 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.

Rewards Travel Discount Benefit – SL Travel

1. Summary

Rewards members will have access to “discounts on travel packages” when booking travel packages with SL Travel.

2. Benefit Terms and Conditions

- 2.1. Voucher limited to one per rewards member per month per booking.
- 2.2. The Benefit options available are:
 - 2.2.1. Up to R250 off domestic packages.
 - 2.2.2. Up to R500 off for regional packages.
 - 2.2.3. R1000 off international packages.
- 2.3. Travel packages include flights, accommodation and land transport.
- 2.4. Voucher is not refundable or transferable.
- 2.5. Vouchers may not be exchanged for cash.
- 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/wp-content/uploads/2023/01/terms.pdf>).

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

3. 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.

Rewards Travel Benefit - justGO

1. 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.

2. Benefit Terms and Conditions

- 2.1. Members will receive R20.00 (twenty Rand) off all bookings less than R1000.00 (one thousand Rand).
- 2.2. Members will receive R50.00 (fifty Rand) off all bookings above R1000.00 (one thousand Rand).
- 2.3. Subject to such exclusions and qualification criteria as detailed in this clause:
 - 2.3.1. Members will be allowed to claim up to R400 p.m. on return bus tickets.
 - 2.3.2. Bus tickets can be to, and from, any destination within the borders of South Africa to which the selected bus service travels.
 - 2.3.3. Bus tickets are to be booked via the justGO website at: www.justgo.co.za, customer service helpdesk whereafter Rewards customer will receive a ticket electronically; and
- 2.4. Purchased bus tickets will remain valid for redemption up to, and including, the date and time of travel.
- 2.5. 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>).

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

3. 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.

Rewards Travel Benefit – FlySafair

1. Summary

Rewards members shall be eligible to receive a “travel cashback benefit”, which entails members being eligible for cashback on FlySafair tickets which have been flown by the member.

2. Benefit Terms and Conditions

- 2.1. Members will receive R75 per month for valid return flight ticket.
- 2.2. Subject to such exclusions and qualification criteria as detailed in this clause:
 - 2.2.1. Clients/ members will be allowed to redeem for 1 (one) return ticket per month.
 - 2.2.2. Flight tickets to and from, any destination serviced by FlySafair
 - 2.2.3. Flight air tickets will remain valid for redemption up to 48 hours after, the date and time of travel.
- 2.3. A claims submission must be completed via the Rewards platform, with an image of a FlySafair boarding pass, which clearly displays the members full name, surname, date, time and destination.

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

3. 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.

Rewards Travel Benefit – Orion Hotels

1. Summary

Rewards members shall be eligible to receive a “travel discount benefit”, which entails members being eligible for a discounted booking rate via Orion Hotel and Resort.

2. Benefit Terms and Conditions

- 2.1. Members will receive 15% off stays at any of the hotels at Orion hotel and resort
- 2.2. Subject to such exclusions and qualification criteria as detailed in this clause:
 - 2.2.1. Offers are valid for online purchases only
 - 2.2.2. There are no limitations on frequency of bookings
 - 2.2.3. The benefit does not guarantee availability at the time of booking
 - 2.2.4. Discounted rates are subject to “Peak period” fluctuations
 - 2.2.5. May not be used in conjunction with any other promotions and/or packages available
- 2.3. All hotel bookings are subject to Orion Hotels standard booking terms and conditions, (which is available on the service provider’s website: <https://www.orionhotels.co.za/terms-conditions>)

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

3. 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.

Rewards Travel Benefit – Prokard Explorer by Marriot

1. Summary

Rewards members shall be eligible to receive a “travel discount benefit”, which entails members being eligible for a discounted accommodation rates via Prokard Explorer by Marriot.

2. Benefit Terms and Conditions

- 2.1. Members will receive 3 months free subscription to the Prokard Explorer membership programme.
- 2.2. Thereafter a full membership subscription can be signed for a discounted rate R1 500,00 per membership, which includes:
 - 2.2.1. 1 x complimentary electronic accommodation vouchers for South Africa only,
 - 2.2.2. 3 x classic ‘Stay 1 Night, Get 1 Free Night’ at participating Protea Hotels by Marriot,
 - 2.2.3. 2 x premium ‘Stay 1 Night, Get 1 Free Night’ vouchers at participating Marriott, Autograph Collection, Westin, AC Hotels by Marriott & Protea Hotels by Marriott.
- 2.3. Subject to such exclusions and qualification criteria as detailed in this clause:
 - 2.3.1. Offers are valid for the initial sign up of a Prokard Explorer membership
 - 2.3.2. The benefit does not guarantee availability at the time of booking
 - 2.3.3. Discounted rates are subject to “Peak period” fluctuations
 - 2.3.4. May not be used in conjunction with any other promotions and/or packages available
- 2.4. All memberships are subject to Prokard Explorer standard membership terms and conditions (which is available on the service provider’s website: <https://prokardexplorer.com/terms-and-conditions/>)
- 2.5. All hotel bookings are subject to Marriot Hotels standard booking terms and conditions (which is available on the service provider’s website: <https://www.marriott.com/default.mi>)

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

3. 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.

Rewards Health and Wellness Benefit – La Vita Spa

1. Summary

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

2. Benefit Terms and Conditions

- 2.1. Rewards Members need to request a discount voucher code via the Rewards platform.
- 2.2. Booking of treatment is done directly with La Vita Spa via their standard communication channels.
- 2.3. Voucher codes are limited to one code per package per member.
- 2.4. Only one voucher may be redeemed per treatment booking.
- 2.5. No change or refund will be given for any discount vouchers.
- 2.6. The Benefit Includes:
 - 2.6.1. Package for 2 people inclusive of
 - 2.6.2. Welcome drinks
 - 2.6.3. Hot stone full body Massage (80 minutes)
 - 2.6.4. Price R999
- 2.7. 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).

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

3. 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.

Rewards Health and Wellness Benefit – Mangwanani Spa

1. Summary

Rewards members shall be eligible to receive “discount vouchers” at Mangwanani Spa for various standard packages when making a booking.

2. Benefit Terms and Conditions

- 2.1. Rewards Members need to request a discount voucher via the Rewards platform.
- 2.2. Booking of treatment is done directly with Mangwanani via their standard communication channels.
- 2.3. Voucher codes are limited to one code per package per member.
- 2.4. Only one voucher may be redeemed per treatment booking.
- 2.5. No change or refund will be given for any discount vouchers.
- 2.6. Vouchers cannot be exchanged for cash equivalent.
- 2.7. The number of redemptions is limited to one per member per month.
- 2.8. The discount benefits available are:
 - 2.8.1. Offer A – Half Day Spa. Discounted rate offered at R899 per person midweek.
 - 2.8.2. Offer B - R100 off standard packages, cannot be used with another special offer
 - 2.8.3. Offer C – Full Body Massage for 2 valued at R699
- 2.9. 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)

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

3. 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.

Rewards Health and Wellness Benefit – Virgin Active

1. Summary

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.

2. Benefit Terms and Conditions

- 2.1. Rewards Members need to request a discount code via the Rewards platform.
- 2.2. The 10% Fee discount is applicable for the first 12 months of the contract, only.
 - 2.2.1. Joining fees and Activation fees may apply.
- 2.3. Fee discount is available to eligible members only.
- 2.4. The discount benefit may not be used in conjunction with any other loyalty program offering and/ or promotional offerings.
- 2.5. The discount benefit is only applicable to a “new” 12-month contract being signed.
- 2.6. 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>).

The pre-defined discount amount and/ or benefit offer may be amended by the Rewards program in its sole discretion and without prior notice to you.

3. 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.

Rewards Health and Wellness Benefit – Run/ Walk for Life

1. Summary

Rewards members shall be eligible to receive “discounted offer” when signing up for a Run/ Walk for Life membership.

2. Benefit Terms and Conditions

- 2.1. Rewards Members need to request a discount voucher code via the Rewards platform.
- 2.2. Rewards members will receive a 20% discount off membership fees.
- 2.3. Run/ Walk for Life memberships will only be signed up by contacting Run/ Walk for Life directly via their standard communication channels.
- 2.4. Voucher codes are limited to one code per member.
- 2.5. All memberships are subject to Run/ Walk for Life’s standard terms and conditions (which is available on the service provider’s website <https://runwalkforlife.co.za/membership-terms-conditions/>).

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

3. 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.

Rewards Education Benefit – IT Upskill

1. Benefit Summary

Rewards customer will be provided with 'discounted' education packages, when registering via IT Upskill.

2. Benefit Terms and Conditions

- 2.1. Members will receive electronic discount codes to study online courses as agreed.
- 2.2. The discount benefits available are:
 - 2.2.1. Offer A - R1 000 voucher for use on any course up to R7 000.
 - 2.2.2. Offer B - 60% off any 6-month or 12-month career path courses.
- 2.3. Vouchers are limited to one per course.
- 2.4. Valid for online and distance learning only.
- 2.5. There are no limitations on number of courses members can enrol on.
- 2.6. Eligible for redemption on courses on www.itupskillsa.co.za, (subject to limited exceptions as determined at IT Upskill's sole discretion)

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

3. 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.

Rewards Entertainment Discount Benefit – Nu Metro

1. Summary

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.

2. Benefit Terms and Conditions

- 2.1. Rewards members will be provided with a standard Nu Metro 2D movie ticket at a discount of 50% of the retail ticket price.
- 2.2. Subject to such exclusions and qualification criteria as detailed in this clause:
 - 2.2.1. Tickets need to be purchased via the Rewards platform.
 - 2.2.2. Tickets can be redeemed to watch 2D movies at participating Nu Metro branches.
 - 2.2.3. Tickets may be redeemed by members via the Nu Metro ticketing platforms (online or in-cinema).
 - 2.2.4. Vouchers marked “2D” are valid for one (1) regular “2D” movie ticket
 - 2.2.5. Vouchers marked “2D’ are not valid for “3D”, Scene Xtreme, Scene VIP or 4DX offerings
 - 2.2.6. Vouchers may not be exchanged for cash
 - 2.2.7. 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.
 - 2.2.8. vouchers are valid for 30 (thirty) days from the date of purchase.

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

3. 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.

Rewards Fast Food Benefit – KFC, Steers, Debonairs Pizza

1. Benefit 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.

2. Benefit Terms and Conditions

- 2.1. A member will receive a discount voucher for their next fast-food meal purchased from a participating store, provided that they:
 - 2.1.1. Spend R200 (two hundred Rand) or more, excluding the delivery fee, to qualify for a R30 (thirty Rand) voucher.
 - 2.1.2. 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).
 - 2.1.3. **The image of the receipt for each claim submitted must display:**
 - 2.1.3.1. Date and time of receipt
 - 2.1.3.2. Receipt number
 - 2.1.3.3. Fast-food outlet name
 - 2.1.3.4. Meals purchased and price per item
 - 2.1.3.5. Total amount of the purchase excluding any tip.
 - 2.1.4. The refund will be calculated as per the qualifying criteria and the amount spent on the bill, up to a maximum of R30.00 (thirty Rand).
 - 2.1.5. Claims will be processed within 5 (five) Business Days.
 - 2.1.6. All claim submissions will be vetted and approved by Rewards Client Services based on the above criteria.
- 2.2. 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.
- 2.3. Members will also need to enter the voucher number in the required field in the app before confirming the payment method.
- 2.4. 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.
- 2.5. The Fast-Food Benefit:
 - 2.5.1. 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 program shall not be held liable in the event of any restaurant closures.
 - 2.5.2. member voucher is valid for 1 (one) use only.
 - 2.5.3. members cannot use 2 (two) vouchers for one purchase.
 - 2.5.4. member is limited to 4 (four) claims per subscription month.
 - 2.5.5. member must redeem within 30 days from date of voucher issue.
 - 2.5.6. is based on the outlet's standard prices.
 - 2.5.7. shall not be applicable with any special offers, promotions, other discount vouchers or loyalty programs.
 - 2.5.8. applies to individual line items on the menu whereby only 1 (one) discount applies; and
 - 2.5.9. applies to meals that include drinks.
- 2.6. Discount vouchers cannot be redeemed using other food delivery services, e.g.: UBER Eats, MrD, etc.

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

3. 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.

Rewards Dining Benefit – Dining Cashback

1. Benefit Summary

Rewards members will have access to a “dining benefit”, which entails Rewards customer being eligible to receive a rebate of up to R 120 (one hundred and twenty Rand) on the second most expensive meal purchased, up to a maximum of R1 000 per month when the relevant clients/members purchase from a select list of more than 2,000 (two thousand) participating restaurants and/or dining establishments throughout South Africa.

2. Benefit Terms and Conditions

- 2.1. The Dining Cashback Benefit entitles the active member only to a refund (cashback) on the second most expensive meal purchased, provided:
 - 2.1.1. no less than 2 meals and 2 drinks are physically ordered and paid for by the active member from the qualifying restaurant; and the claims are submitted with the restaurant receipt and proof of payment; and
 - 2.1.2. the active member has not exceeded the utilization limit of R1 000.00 (one thousand Rand) per month; and
 - 2.1.3. the active member is at least 18 years of age.
- 2.2. The cashback amount will be calculated as the second most expensive meal purchased by the active member on the bill, up to a maximum of R120.00 (one hundred and twenty Rand). Claims will be verified with the restaurant to ensure validity.
- 2.3. The cashback claim will be processed within 5 (five) business days, unless otherwise specified. Over the December holiday period, claims will incur additional processing time.
- 2.4. The Rewards program reserves the right to adjust the processing period to which claims are processed.
- 2.5. Any claims submitted with incomplete information, restaurant receipt or proof of payment missing, unclear receipt, or consisting of meals or restaurants that do not qualify, will be delayed or declined. Cashback refunds are processed by the Rewards Program and not the restaurant. Accordingly, please refer all benefit queries to the Rewards Client Services.
- 2.6. The Dining Cashback Benefit:
 - 2.6.1. is valid for a specified list of restaurants only. The Rewards program shall be entitled, in their sole and absolute discretion, to amend the list of restaurants from time to time. The Rewards Program shall endeavour to promptly update this list as and when we are made aware of any changes. Whilst every effort will be made to ensure that all listed restaurants are trading, the Rewards Program will not be held liable in the event of any restaurant closures; and
 - 2.6.2. is applicable to the restaurant’s standard prices only; and
 - 2.6.3. cannot be used in conjunction with any special offers, promotions, discount vouchers or loyalty programs; and
 - 2.6.4. may be used in conjunction with Uber One; and
 - 2.6.5. may be used for takeaway and delivery where available, provided at least 2 meals and 2 drinks are purchased; and
 - 2.6.6. may only be used once per restaurant per day; and
 - 2.6.7. does not apply to desserts, toppings, sides, “build your burger”, sharable platters, extras on burgers/pizzas etc.; and
 - 2.6.8. applies to courses that include drinks, provided it is not a special; and
 - 2.6.9. applies to individual line items on the menu whereby one line item is the equivalent of one meal; and

- 2.6.10. may not be used within 3 hours of a previous claim; and
- 2.6.11. may not be used at any restaurant at which the member or their immediate family are employed.
- 2.7. A maximum of two memberships may be used per table, provided they are for different members. Each member must claim separately. In the case of two claims submitted, the first claim submitted and processed will attract the bigger cashback. The cashback amount will be calculated as follows:
 - 2.7.1. Membership 1: 2nd most expensive meal on the bill up to max R120.00 (one hundred and twenty Rand), with a minimum of 4 drinks; and
 - 2.7.2. Membership 2: 4th most expensive meal on the bill up to max R120.00 (one hundred and twenty Rand), with a minimum of 4 drinks.
- 2.8. Cashback claims: must include all of the following in the claim submission:
 - 2.8.1. the original restaurant receipt, which must clearly display the following details:
 - 2.8.2. restaurant name, receipt number, receipt total, receipt date, receipt time, and meals ordered. Pro-forma invoices are not accepted; and
 - 2.8.3. proof of payment, which can consist of cash receipt, debit card or credit card slip, Snapscan or Zapper receipt. At Direct Rewards discretion, Direct Rewards may request for additional proof of payment to be submitted along with any claims that are submitted e.g. front-of-card used or a bank statement.
 - 2.8.4. Failure to produce additional proof of payment, within 2 business days of being requested, will result in the claim being declined.
- 2.9. must be submitted within 24 hours of the restaurant visit

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

3. 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.

Rewards Online Shopping Benefit – U Cook

1. Benefit Summary

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

2. Benefit Terms and Conditions

2.1. The Benefit Includes:

2.1.1. Offer 1 - Discount of 50% off first Meal Kit purchase at U Cook in South Africa, is applicable to eligible members.

2.1.2. Offer 2 – Customer will receive 10% off their next meal kit.

2.2. Offers may not be combined with any other sale, promotion, discount, code, credit, coupon and/ or offer.

2.3. Offers cannot be sold or otherwise bartered.

2.4. The unique code can only be once per user.

2.5. All purchases are subject to the partners standard booking terms and conditions (a copy of which is available on the service provider's website:).

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

3. 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.

Rewards Online Shopping Benefit – Kidsalot

1. Benefit Summary

Rewards members shall be eligible to receive 'discounted purchases' on the retail price of items from Kidsalot.

2. Benefit Terms and Conditions

2.1. The Benefit Includes:

2.1.1. Offer 1: 30% off on non-promotional items from Kidsalot.

2.1.2. Offer 2: 10% on promotional items.

2.2. One member per voucher code per purchase.

2.3. Discount vouchers are not transferable for cash.

2.4. Discounts are valid for purchases, made on the online store www.kidsalot.co.za

2.5. 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/>).

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

3. 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.

Rewards Online Shopping Benefit – Cart in Mart

1. Benefit Summary

Rewards Members shall be eligible to receive 'discounted purchases' on the retail price of items from Cart In Mart.

2. Benefit Terms and Conditions

- 2.1. Rewards Members will receive R100 off purchases of R600 or more at Cart in Mart.
- 2.2. Offers are valid for online purchases only.
- 2.3. There are no limitations on frequency of purchases.
- 2.4. One member per voucher code per purchase.
- 2.5. Discount vouchers are not transferable for cash.
- 2.6. All purchases are subject to Cart in the Mart standard booking terms and conditions (which is available on the service provider's website: <https://cartinmart.co.za/policies/terms-of-service>)

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

3. 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.

Rewards Online Shopping Benefit – The Casio Shop

1. Benefit Summary

Rewards members shall be eligible to receive 'discounted purchases' on the retail price of items from The Casio Shop.

2. Benefit Terms and Conditions

- 2.1. Rewards Members will receive a 10% discount on non-sale Casio items
- 2.2. Discounts do not apply to sale and promotional items.
- 2.3. Discounts can only be used for purchases and not for other services available.
- 2.4. 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>).

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

3. 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.

Rewards Online Shopping Benefit – Brandz

1. Summary

Rewards members shall be eligible to receive a 'discount' of 10% off the retail price on purchases at Brandz.

2. Benefit Terms and Conditions

- 2.1. Members will receive 10% discount on selected fashion items at the Brandz online Store.
- 2.2. There are no limitations on frequency of purchases.
- 2.3. There are no limitations on the number of purchase items and/ or purchases.
- 2.4. Vouchers are not transferable.
- 2.5. Vouchers are not redeemable for cash and may not be on sold.
- 2.6. Discounts do not apply to delivery charges.
- 2.7. 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/>).

3. 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.

Rewards Online Shopping Benefit – Statesman Stationery

1. Benefit Summary

Rewards members shall be eligible to receive a 'discount' of 10% off the retail price of stationery from Statesman Stationers.

2. Benefit Terms and Conditions

- 2.1. Members will receive 10% discount on selected stationery products at the Statesman online Store.
- 2.2. There are no limitations on frequency of purchases.
- 2.3. Vouchers are not transferable.
- 2.4. Vouchers are not redeemable for cash and may not be on sold.
- 2.5. Discounts do not apply to delivery charges.
- 2.6. 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>).

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

3. 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.

Rewards Online Retail Benefit – KOODOO.co.za

1. Summary

Rewards members shall be eligible to receive a 'discount' of R50 off the retail price, when spending R300 or more at KOODOO online store.

2. Benefit Terms and Conditions

- 2.1. Members will receive R50 discount when spending R300 or more on selected products at the online Store.
- 2.2. There are no limitations on frequency of purchases.
- 2.3. Vouchers are not transferable
- 2.4. Vouchers are not redeemable for cash and may not be on sold
- 2.5. All purchases are subject to koodoo.co.za standard booking terms and conditions (a copy of which is available the service provider's website).

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

3. 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.

Rewards Online Shopping Benefit – Asus

1. Benefit Summary

Rewards members shall be eligible to receive 'discounted purchases' on the retail price of items from Asus online platform.

2. Benefit Terms and Conditions

- 2.1. Rewards Members qualify for an 8% discount on Asus devices online.
- 2.2. Discounts do not apply to sale and promotional items.
- 2.3. Discounts can only be used for purchases and not for other services available.
- 2.4. All purchases are subject to Asus Online standard booking terms and conditions (a copy of which is available the service provider's website: <https://za.store.asus.com/terms-and-conditions>).

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

3. Service Delivery and Query Handling

The Parties agree that Direct Rewards shall solely be responsible for addressing and resolving all the Rewards client/ member queries and/ or concerns related to this Benefit and undertakes to do so in strict accordance with the terms and conditions.

Rewards Outdoor Experience Discount Benefit – The Ann Van Dyk Cheetah Centre

1. Benefit Summary

Rewards members shall be eligible to receive a 'discounted experience' when booking an experience with The Ann Van Dyk Cheetah Centre.

2. Benefit Terms and Conditions

- 2.1. Discounts of 50% off experiences for 2 (two) at The Ann Van Dyk Cheetah Centre
- 2.2. The Benefit Includes:
 - 2.2.1. 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.
 - 2.2.2. Cheetah Run and Guided tour (Guests get to see a cheetah chase a mechanical lure thereafter can feed the animals
- 2.3. Pre-Booking is essential and subject to availability.
- 2.4. Benefit Exclusions:
 - 2.4.1. Children under the age of 7 (Seven) years or 1.2 metres are not allowed on the tour
 - 2.4.2. Booking via The Ann Van Dyk Cheetah Centre through their call centre 063 693 7403 whereafter Rewards customer will receive a ticket electronically
- 2.5. Not redeemable for cash
- 2.6. Discounts are non-transferable.
- 2.7. All bookings are subject to the partners standard booking terms and conditions (a copy of which is available on the service provider's website: <https://dewildt.co.za/>).

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

3. 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.

Rewards Outdoor Experience Benefit – Quadzilla Sandboarding

1. Benefit Summary

Rewards members shall be eligible to receive a 'discounted experience' when booking an experience with Quadzilla Sandboarding

2. Benefit Terms and Conditions

- 2.1. Rewards Members pay R695 including permit for sandboarding experience at Quadzilla Sandboarding.
- 2.2. The Benefit Includes:
 - 2.2.1. Minimum booking of 3 guests or join an existing group (Minimum age 4 years)
 - 2.2.2. Sandboarding Permit
 - 2.2.3. Sandboards available from 4 years and older
 - 2.2.4. Staff members will assist in waxing the sandboard and assist with instructions
- 2.3. Sandboarding is a weather dependant activity. It does not take place in wet conditions or very high winds.
- 2.4. Booking are not redeemable for cash.
- 2.5. Discounts are non-transferable.
- 2.6. 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/>).

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

3. 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.

Rewards Outdoor Experience Benefit – Rush Extreme

1. Benefit Summary

Rewards members shall be eligible to receive a 'discounted bookings' when booking an activity with Rush Extreme.

2. Benefit Terms and Conditions

- 2.1. Discounts of up to 37% off experiences at Rush Extreme in South Africa, is applicable to eligible members.
- 2.2. The Benefit Includes:
 - 2.2.1. 2 x 1 hour All Access Tickets at R200 (two hundred Rand)
 - 2.2.2. Full access to Rush for 2 people for 1 hour
- 2.3. Tickets can be redeemed at the Johannesburg and/or Cape Town branches.
- 2.4. Tickets are valid for 1 (one) year from date of purchase.
- 2.5. Exclusions:
 - 2.5.1. Not redeemable for cash
 - 2.5.2. Cannot be used in conjunction with any other deals or promotions offered by Rush.
 - 2.5.3. Nonslip Rush socks
 - 2.5.4. Public holidays
 - 2.5.5. Toddler time and Parent tickets
- 2.6. Booking is completed via the Rush Extreme website whereafter Rewards customer will receive a ticket electronically
- 2.7. 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/>).

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

3. 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.

e-Hailing Benefit - Bolt

1. Benefit Summary

Rewards members shall be eligible to receive a “e-hailing discount benefit”, which entails members being eligible to book e-hailing rides with Bolt, at a discounted rate of 15% (fifteen percent) on 2 (two) rides per month via the Bolt app.

2. Benefit Terms and Conditions

- 2.1. Members shall receive at a cost equal to 15% (fifteen percent) less than Bolt’s standard charge for 2 (two) rides;
- 2.2. Subject to such exclusions and qualification criteria as detailed in this clause
 - 2.2.1. Members need to request discount voucher via the Customer’s platform;
 - 2.2.2. Trips/rides can be from, any destination within the borders of South Africa to which Bolt provides services;
 - 2.2.3. Trips/rides are to be booked via the Bolt app whereafter the customer will receive confirmation electronically.
- 2.3. All bookings are subject to Bolt standard booking terms and conditions (which is available on the service provider’s website: <https://bolt.eu/en-za/legal/?category=rides>).
- 2.4.

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

3. 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.

Rewards Car Hire Discount Benefit – Avis Rent a Car

1. Benefit 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, via the online booking platform.

2. Benefit Terms and Conditions

- 2.1. Discount rates offered to members at a cost equal to 15% (Fifteen percent) at Avis rent a Car standard charge for the applicable car hire/rental.
- 2.2. Subject to such exclusions and qualification criteria, the Rewards Program warrants that:
 - 2.2.1. members will be allowed to book an unlimited number of car hire/rentals.
 - 2.2.2. Car rentals can be from, any destination within the borders of South Africa to which Avis rent a Car provides services.
 - 2.2.3. Car rentals are to be booked via the Avis Rent a Car website whereafter Rewards customer will receive a confirmation electronically.
- 2.3. Members must be in possession of a Valid RSA driver’s license or Valid International driver’s license.
- 2.4. Members must be in possession of a Valid Bank Credit Card, to be utilised for making payment and for the rental deposit.
- 2.5. All additional charges for insurances, fuel, rental extras and cross-border fees are for the member’s expense.
- 2.6. All bookings are subject to Avis Rent a Car standard booking terms and conditions (which is available on the service provider’s website: <https://www.avis.co.za/TermsandCondition>).

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

3. 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.

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 Detail	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 Detail	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.