

Twinsaver Group (Away from home) - Loyalty Programme - Terms and Conditions

1. Introduction

- a. Participation in this Loyalty Programme is governed by these terms and conditions (the **Rules**).
- b. Participants are encouraged to review the Rules before entering the Loyalty Programme and acknowledge that they have been given an appropriate opportunity to do so and that they understand and accept these Rules.
- c. This Loyalty Programme is operated by Twinsaver Group (Proprietary) Limited (**Twinsaver**) in conjunction with COLONYCampaigns (PTY) Ltd (the **Promoters**).
- d. Participation in the Loyalty Programme constitutes acceptance of these Rules and Participants agree to abide by these Rules.

By participating in this Loyalty Programme, Participants agree to the rules set out below.

2. This Loyalty Programme is only open to Twinsaver Away From Home customers with a legally registered business licence in the Republic of South Africa. In addition, the following people shall not be eligible to participate in this Loyalty Programme:
 - a) Prizes may only be accepted by the owner of the business, or they can grant permission in written form stipulating who may act on their behalf.
 - b) Directors, members, partners, promotional and advertising agents, merchandisers, employees or consultants of the Promoters, as well as family members.
 - c) People who are not legal residents and/or legal citizens of the Republic of South Africa.

The Loyalty Programme shall commence on **1 October 2020** and will end on **30 September 2021**. Twinsaver Group reserves the right to change the timings of the loyalty programme at their discretion.

3. Mechanics

1. To participate in this Loyalty Programme, customers must 'opt in' – if you do not 'opt in' and receive confirmation of your registration you will not be eligible or viewed as a participant in the loyalty programme.

Customers are required to purchase the participating Twinsaver products within the specified period of the Loyalty programme.

- Every two months, the promotion focuses on a specific product category and points are rewarded for that product category only.
- Every R10,000 spent in net sales with Twinsaver on the specific product category = 1 point,
- Every point equals 1 (one) entry into the draw,

- Except on double rewards months (Dec 2020/Jan 2021, June/July 2021, and August/September 2021) where 1 point = 2 entries.
 - Customers can earn up to 100 points per month.
 - It is essential that the participating product category be bought and delivered within the listed promotional period within the Loyalty Programme.
 - The prize is awarded on a random audited draw. Therefore the more points awarded, the greater the chance of winning.
2. Participants will receive monthly updates via email on the mechanics at the beginning of each promotional period and a summary of points at the end of each promotional period.
- a) Customers will be notified of their points via email
 - b) Winners will be contacted via phone call and email

Participating products

October 2020 November 2020	December 2020 January 2021	February 2021 March 2021	April 2021 May 2021	June 2021 July 2021	August 2021 September 2021
2 Ply Toilet Tissue	Facial Tissue Wet wipes	Hand Towels	1 Ply Toilet Tissue	Roller Towel Home Care Wipes	2 Ply Toilet Tissue

4. The Prizes:

- 4.1 There are allocated prizes for each of the product categories and as communicated in the monthly emails.
- 4.2 10 prizes will be awarded every 2 months (1 per customer), except in June/ July 2021 where the said promotional prize is only allocated to 5 winners
- 4.3 The Promoter company will carry out the audited random draws every 2 months, based on customer points
- 4.4 An audited random draw will take place for the grand prize where 1 winner will be selected in November 2021
- 4.5 Stand a chance to win the following prizes:
- October/ November 2020: 1 of 10 Takealot eVouchers valued at R5,000 each
 - December 2020 / January 2021: 1 of 10 eVouchers for unlimited online courses for 6 months up to the value of R5,000
 - February / March 2021: 1 of 10 laptops valued at R5,000 each (Lenovo 39 cm IdeaPad S145 Intel Celeron Laptop)
 - April / May 2021: 1 of 10 free stock bundles to the value of R10 000 (product at discretion of Twinsaver)
 - June / July 2021: 1 of 5 store improvements to the value of R10 000
 - August/ September 2021: 1 of 10 Takealot eVouchers valued at R5,000 each
 - Grand prize: The top 10 customers with the highest points in the full promotional period will go into a random audited draw to win a holiday voucher to the value of R100 000. Only 1 (one) winner will be chosen in October 2021.

- 4.6 Prizes will be allocated every two months based on sales of product categories.
- 4.7 Winners of the online courses can access the portal for all the courses and do as many courses as they wish for a period of 6 months, not exceeding a total value of R5000. Delegates will receive a certificate of attendance for every course completed.
- 4.8 The Grand Prize will be in the form of a travel voucher, of which a portion (R30 000) will be given as cash for spending on the holiday. The balance of the prize money (R70 000) will be provided in the form of a Flight Centre voucher. Any amount over and above the stated prize value will be for the account of the winner.
- 4.9 Twinsaver reserves the right to change the prize if travel is not permitted by unforeseen circumstances.
- 4.10 The Promoters are not responsible for any risk and / or damages that may occur during the travel holiday.

5. **Claiming your Prize**

- 5.1 To claim the Prize, the Customer must adhere to the terms and conditions of this Loyalty programme.
- 5.2 The Promoter will contact winners via telephone and email to notify them of their prize.
- 5.3 If the Customer does not utilize the Prize, then they will forfeit the Prize as renewal or extensions will not be possible.
- 5.4 No liability shall attach to Twinsaver Group and the Promotional company (The Promoters) in relation to any claims, losses or liabilities for any loss of profit or any other direct and/or indirect, special or consequential loss arising out of any of the Prizes. The Promoters are not liable for any defects in the Prizes. Ownership of and risk in, and benefit attaching to, the Prizes will pass to the Winner immediately.
- 5.5 All Prizes are awarded at the discretion of the Promoter. The Promoter reserves the right, at its own discretion, to substitute a Prize with any other Prize of comparable commercial value or an appropriate replacement value in the place of the Prize.
- 5.6 The Prizes are neither transferable nor redeemable for cash.
- 5.7 In addition to any other the verification requirements set out in these Rules, the Promoter may require the Prize Winners to complete and submit an information disclosure agreement and indemnification, as well as supply a certified copy of their valid South African ID or Passport within 5 working days of being confirmed a Winner, to enable the Promoter to ensure compliance with these rules and the Consumer Protection Act 68 of 2008. Should any Winner refuse or be unable to comply with this rule for any reason, such Winner will be deemed to have rejected the Prizes and it shall revert back to the Promoter.

5.8 Prize images on the point of sale material (including electronic advertising material) are used to represent the Prize for promotional illustrative purposes only and may differ from the actual Prizes awarded.

6. **General**

6.1 The judges' decision is final, and no correspondence will be entered into.

6.2 The Promoters may require the winner to complete and submit an information disclosure agreement to enable the Promoters to ensure compliance with these Rules.

6.3 Should the winner be found, in the Promoters sole discretion: not to be eligible to win; not to have complied with these Rules; their conduct can be reasonably interpreted as scamming; acted fraudulently with regards to the Loyalty Programme; and if it would be unlawful to award the prize, he/she will automatically be disqualified, and/or the prize will be forfeited. Winners may also be required to sign acceptance of prizes and indemnity documents.

6.4 The Promoters reserve the right, at their sole discretion, to substitute the prize with any other prize of comparable or greater commercial value for whatever reason.

6.5 By entering, a Participant acknowledges that personal information about the Participant will be shared with the Promoters and their agents to the extent necessary to conduct the Loyalty Programme and for prizes to be delivered to prize winners.

6.6 By entering this Loyalty Programme, you authorise the Promoters to collect, store and use (not share) personal information of Participants for communication or statistical purposes. You are entitled to decline any marketing communication. Any personal data submitted by you will be used solely in accordance with current South African data protection legislation.

6.7 Participants may be required to take part in publicity campaigns for broadcast or publishing purposes. Participants shall always be entitled to decline the above request. Participants that take part in any publicity will not be entitled to any payment or other remuneration for such publicity or otherwise. All publicity and other materials will be the sole property of the Promoters.

6.8 Nothing in these Rules is intended to, or must be understood to, unlawfully restrict, limit or avoid any rights or obligations, as the case may be, created for either the Participant or the Promoters in terms of the Consumer Protection Act, 68 of 2008 (CPA).

6.9 All Participants participate entirely at their own risk. By reading and accepting these Rules, the Participants give consent to these risks and hereby indemnifies and holds harmless the Promoters, their directors, employees and agents of any and all liability pertaining to any damage, cost, injuries and losses of whatever nature sustained as a result of their participation in the Loyalty Programme and related events and activities, save where such damage, cost, injuries and losses are sustained as a result of the gross negligence or wilful misconduct of any of the Promoters.

- 6.10 The Promoters, their directors, employees, agents and distributors accept no responsibility and they will not, in any circumstances, be liable to compensate the Participants, or accept any liability for: (a) any inability by the Participant to use the prize in part or at all; (b) the lack of quality or any other aspect of any service which is or should be provided at any venue(s) in relation to the prize; or (c) any personal loss or injury occurring at any venue(s) arising, directly or indirectly, out of the use of the prize.
- 6.11 The Promoters, their directors, employees, agents and distributors, are not responsible for any misrepresentation (whether written or verbal) in respect of any prize nor in respect of any warranties or undertakings given by any person other than the Promoters themselves.
- 6.12 The Promoters reserve the right to terminate or extend the Loyalty Programme at any time. In the event of such termination or extension, all Participants agree to waive (give up) any rights that they may have in terms of the Promotion and acknowledge that they will have no recourse against the Promoters, its advertising agencies, advisors, suppliers and nominated agents.
- 6.13 By entering the Loyalty Programme, Participants acknowledge that the Promotion will be managed in accordance with the provisions of the CPA. Participants undertake to expeditiously do all things necessary to enable the Promoters to comply with their obligations under the CPA including, but not limited to providing such personal information as may be required in order to facilitate handing over the prize to the Participant. Should any Participant refuse or be unable to comply with this requirement, the Participant shall be deemed to have forfeited the prize.
- 6.14 Notwithstanding anything to the contrary contained in these Rules, the Promoters reserve the right to amend, modify, change, postpone suspend or cancel this Loyalty Programme, the Rules and any prize (which has not yet been allocated), or any aspect thereof, without notice at any time, for any reason which the Promoters deem necessary. At the end of the Loyalty Programme for whatsoever reason, all of the Promoters' obligations in regard to the Loyalty Programme as well as in regard to the prizes shall cease to exist.
- 6.15 These Rules shall be governed by and interpreted according to the laws of the Republic of South Africa and any Participant and Twinsaver consent to the non-exclusive jurisdiction of the High Court of South Africa.
- 6.16 For further information or enquiries, please email jaime.meisenheimer@twinsaver.com or call us on 011 799 7111. Calls to this number will be charged by your cellular network service provider.