

## **CRAVE 2-4-1**

### **DINING**

1.1. Refund claims are processed by Crave and not the restaurant. Please refer all benefit queries to Crave.

1.2. The 241 Dining benefit entitles you as an active member to a refund on the second most expensive meal, provided:

you are dining with at least one other person; and

no less than 2 meals and 2 drinks are purchased per membership; and

you have not exceeded your visits for that month (where applicable); and

you are at least 18 years of age.

1.3. The refund will be calculated as the second most expensive meal on the bill, up to a maximum of R120.00 (one hundred and twenty Rand). Your claim will be verified with the restaurant to ensure validity.

1.4. Your claim will be processed within 72 working hours. Please note that claims received on a Saturday, Sunday or public holiday will incur an additional days processing time.

#### **1.5. The 2 for 1 Dining benefit:**

can only be redeemed at restaurants identified with a green “241 Dining”

tag on our website. We shall be entitled, in our sole and absolute

discretion, to amend the list of restaurants from time to time. We shall

endeavor to promptly update our website as and when any changes are

made. Whilst every effort will be made to ensure that all listed restaurants

are trading, crave will not be held liable in the event of any restaurant

closures; and

is based on the restaurant’s standard prices; and

is not applicable with any special offers, promotions, discount vouchers or

loyalty programs; and

cannot be used when purchasing takeaways; and

can only be used once per restaurant per day; and

does not apply to desserts, extras, toppings, sides e.g. build your burger, extras on pizza etc; and

applies to individual line items on the menu whereby only one discount applies; and

applies to courses that include drinks provided it is not a special.

1.6. A maximum of two memberships may be used per table, provided they are under different names. Each member must request their own authorization code and claim separately. Your refund will be calculated as follows:

Membership 1: 2nd most expensive meal on the bill up to max R120 with a minimum of 2 drinks

Membership 2: 4th most expensive meal on the bill up to max R120 with a minimum of 4 drinks

1.7 You are required to request an authorization code from Accent on You prior to dining using any of the following methods. Your authorization is not a booking and is not a guarantee of a refund. If required, please make a booking reservation directly with the restaurant.

USSD - Dial \*120\*2582# & follow the prompts to enter your details & receive your authorization code (USSD is charged at 20c/20s). If you are unsuccessful in authorizing via USSD, please call us to authorize.

Call - Call 0861 222 368 and an agent will provide you with your authorization code.

**1.8 Refunds claims:**

must be submitted within one calendar month of your restaurant visit: and  
must be deposited into the bank account in the name of the member only.  
and

must include a complete and legible claim form; and

must include the original restaurant receipt clearly displaying the restaurant name, receipt number, date, and time (card receipts not accepted); and

will not be processed if the details on your receipt (restaurant name, date) does not match your authorization or if the time of payment is over 5 hours from your authorization time. Should you wish to reschedule your restaurant booking, please request a new authorization code. Backdated authorizations are not allowed.

1.9. Membership is non-transferable.

1.10 Crave accepts no responsibility for the quality of service and/or meals at any of our dining partners. Furthermore, Crave will not become involved in any non-Crave related disputes between members and restaurants.

1.11 Crave processes and terms and conditions may be amended from time-to time.

1.12 Failure to adhere to, or any attempt to circumvent the Crave terms and conditions will result in your membership being terminated.

## **2. MOVIES**

2.1. Access to discounted movie tickets are purchased via the Accent on You website at the published rate at the time.

2.2. Accent on You Members receive a discount of up to 50% off the retail purchase price of movie tickets at participating Theatres.

2.3. Accent on You members are limited to purchasing 6 (six) movie codes per calendar month.

2.4. Once you buy your movie code access from the Accent on You website you will be sms'd the movie codes that can be redeemed at the theatre or online at the participating theatre's website.

2.5. The movie code cannot be redeemed for cash.

2.6. The movie code validity date will be stipulated on the sms with the movie code sent to the consumer.

2.7. Online payments are not refundable.

2.8. If your online booking requests cannot be confirmed, then please contact Accent on You on 0861 222 368, for assistance.

2.9. A movie code does not guarantee you a seat for a specific movie. Movies

are to be booked by the individual at the theatre of your choice, subject to availability.

2.10. This offer does not include 3D, 4D, Scene VIP, Scene Xtreme, 4DX movies or Prestige Cinemas are not included.

2.11. To purchase discounted movies, members require a Visa or Master credit card.

2.12. The following cinemas will no longer be accepting 2D or 3D movie codes: Hyde Park, Park View and Bedford Cinema.

### **3. WELLBEING**

3.1. Members qualify for discounts on varying treatments through the VAT registered Spas

3.2. To reserve the treatments, the member is required to call 0861 222 368 48 hours (two working days) in advance to book for the required two treatments at one of the VAT registered Spa suppliers for the same day.

3.3. To qualify for the wellbeing service, the following rules apply:

3.3.1. Two of the same treatments cannot be booked for the same day.

3.3.2. The second treatment cannot be booked for a future date.

3.3.3. Members are required to book two different treatments for the same day at one of our preferred suppliers. Treatments exclude any hair treatments.

3.3.4. Bookings need to occur 48 hours (two working days) prior to the booking time and date. For weekend bookings, bookings need to be made before 12h00 on the Wednesday prior to the weekend booking date.

3.3.5. All treatments are for the main member and their immediate family member only and proof of identification needs to be presented at the wellbeing provider before the treatments can be administered. Under no circumstances will the benefit be allowed to be used by any other non-member.

3.3.6. Bookings will only be processed once proof of payment is received and once the money reflects in the Accent on You bank account and dependent on availability at the wellness provider.

3.4. The member will pay Accent on You for the first treatment and receive the cheaper treatment up to a maximum value of R400 off.

3.5. If payment has been made to Accent on You by a member and if the treatments are not available due to availability, Accent on You will refund the member the full amount paid by the member or the member can change the booking to an alternate date.

3.6. The wellbeing service is available through the call center or by submitting a booking query online and not directly through the supplier.

3.7. The wellbeing service will be provided on a first come, first serve basis.

3.8. Transactions will only be facilitated through venues that allow for prebooking's.

3.9. Accent on You reserves the right to choose the participating venues and treatments in the program at its sole discretions and at any given time.

3.10. If a member is an employee or owner of any of the venues, he or she will not be allowed to use the wellness benefit at the venue they own or employed at.

3.11. If cancellation of an appointment is done within 24 hours of the treatments, the member will be liable for the cost of both treatments.

3.12. All bookings are subject to the terms and conditions of each wellbeing provider.

3.13. Exceptions will be made on the wellbeing provider dependent on location with suppliers that have a valid VAT Number and provide a tax invoice.

3.14. The wellbeing service is limited to 2 (two) wellbeing bookings per member per month for VAT registered Spa.

3.15. Memberships must be validated by Accent on You and only members will be allowed to utilize the benefit.

3.16. Accent on You reserves the right to discontinue offering the wellness benefit to any member if Accent on You deems there to be abuse of the benefit.

3.17. Re-imburements will be done within 5 to 7 working days of submission if approved by Accent on You.

3.18. During Peak seasons, members will be required to pay the supplier for both treatments and claim the price of the free treatment from Accent on You provided the standard procedure is followed with the logging of the request. Re-imburements will be done on the dates advised.

#### **4. EXPERIENCES**

4.1. Members qualify for discounts on a variety of activities through a range of listed activities.

4.2. To reserve a Discount Activity booking, the member is required to call 0861 222 368 to book in advance for the required activities bookings.

4.3. To qualify for the activity service, the following rules apply:

4.3.1. Two of the same activities must be booked for the same day.

4.3.2. The second activity cannot be booked for a future date.

4.3.3. Members are required to choose an activity from our listed activities.

4.4. The member will pay the provider for the first Activity and receive the second Activity up to a maximum value of R400 free of charge.

4.5. Discount Activity bookings need to occur 48 hours prior to the booking time and date. If cancellation of a booking is done within 24 hours, the member will be liable for the cost of both entrance fees.

4.6. Discount Activities are only available through Accent on You via the 0861 222 368 call center and not directly through the supplier.

4.7. Discount Activities are limited to 2 Discounted Activity bookings per Accent on You member per month.

4.8. All discount activities are for the main member only and proof of identification needs to be presented at the provider before the activity booking can be utilized. Under no circumstances will the benefit be allowed to be used by any non-member.

4.9. All reimbursements must be submitted within 10 working days from date of activity.

4.10. Accent on You reserves the right to choose the participating venues in the Program at its sole discretions at any given time.

4.11. If a member is an employee or owner of any of the venues, he or she will not be allowed to use the activity benefit at the venue they own or employed at.

4.12. All bookings are subject to availability at each venue and cannot be

guaranteed.

4.13. All receipts or tax invoices must have a valid VAT Number with a unique invoice number. If payments for both entrance fees are paid directly to the supplier, member will be required to claim one of the entrance fees up to a maximum value of R400 from Accent on You provided a request for an activity is logged with the Accent on You call center.

4.14. Memberships must be validated by Accent on You and only members with a paid-up membership will be allowed to utilize the benefit.

4.15. Accent on You reserves the right to discontinue offering the activity benefit to any member if Accent on You deems there to be abuse of the benefit.

4.16. Re-imburements will be done within 5 to 7 working days of submission if approved by Accent on You.

4.17. All supporting documentation with the correct information must be submitted for a re-imburement of an activity to take place.

4.18. Documentation must have the correct date and time on receipts as initial details on the logged request for the activity benefit.

4.19. Each receipt must be used for 1 unique request of a re-imburement and cannot be used for another members re-imburement.

4.20. Events/ticket bookings on Computicket cannot be classified or submitted for an activity benefit.

4.21. During peak seasons, members will be required to pay the supplier for both treatments and claim the price of the free treatment from Accent on You provided the standard procedure is followed with the logging of the request. Re-imburements will be done on the dates advised.

## **5. COMPETITION TERM & CONDITIONS**

1. These are the standard terms and conditions for competitions conducted or promoted by or in association with Accent on You (PLP SA)
2. All competitions run by Accent on You are open to all members.
3. All entrants must enter via app or other stipulated channels
4. The entrants give permission to be contacted by an agent using any channel
5. Prizes are not transferable and may not be changed or exchanged for cash or any other item.
6. If you use a mobile phone for entry into the competition, the telephone calls/text messages standard rates will apply
7. It is your responsibility to ensure that your entry is received by us prior to the closure of the competition. Any entries received after the competition end date will not be considered.
8. we and our affiliates are not responsible for any problems or technical malfunction of any telephone network or lines, computer online systems, servers, or providers, computer hardware or software failure or malfunction, traffic congestion (whether physical, or on the Internet, telephone lines or at any service provider, web site or other device or medium), or any combination thereof, or any other technical or other problems.
9. It is the entrant's responsibility to ensure that any information which you provide to us is accurate, complete, and up to date.
10. The winners will be notified by means of the contact details provided. If we, or a third party supplier is unable to contact a winner within 3 attempts or if the winner is unable to collect the prize within a reasonable time, the winner will forfeit the prize and Accent On You reserves the right to re-draw a new winner under the same conditions.
11. Accent On You reserves the right to vary, postpone, suspend, or cancel the competition and any prizes, or any aspect thereof, without notice at any time, for any reason which we may deem necessary. In the event of such variation, postponement, suspension or cancellation, you agree to waive any rights, interests, and expectations that you may have in terms of this competition and acknowledge that you will have no recourse against us, our affiliates and/or third party suppliers.
12. You agree that your participation in the competition, and your acceptance and/or use of a prize, or any aspect thereof, is at your own risk.
13. By participating in our competitions and campaigns, members provide consent for the stories, testimonies, and images to be used for promotional marketing purposes.

## **6. SURPRISE & DELIGHT**

1. The Surprise and Delight Initiative is available to all Accent on You members.
2. All requests must be made via the available communications channels.
3. Each month, the 100<sup>th</sup> (Hundredth) request will be reviewed and confirmed for eligibility.
4. The selected request will be surprised and delighted to the value of R500 (five hundred Rand)
5. The Surprise and Delight delivered will be relevant to the specific request that you log via Accent on You
6. Once a winner has been selected and contacted, he/she will not be selected as a winner again in the months thereafter during the initiative duration.

7. The Surprise and Delight winner will be contacted via phone. Should one be uncontactable after 3 (three) attempts, they will forfeit the prize and another winner will be chosen.
8. The winners will be notified by means of the cell phone number(s) provided.
9. The Surprise and Delight gift(s) are not transferable and cannot be changed or exchanged for cash or any other item.
10. Once a winner is contacted:
  - 10.1.1 You are to provide written consent upon contact for permission to share your picture.
  - 10.1.2 Your image may be published on our communications channels (mailer, website and/or social media).
11. Should members experience any issues, they can contact the Accent on You call center for assistance on 0861222368.

## **7. CHARITY INITIATIVE**

1. The Charity Initiative is available to all Accent on You members.
2. All nominations must be made via the available communications channels.
3. Each request logged in the month will get R1 donated (Minimum R500, Maximum R2000) to the cause
4. Accent on You will select a Charity from all nominations received monthly
5. Accent on You will contact the nominator to arrange the donation to his/her chosen charity or cause.
6. Once a nominated charity has been selected and contacted, he/she will not be selected as a winner again in the months thereafter during the initiative duration.
7. The chosen member will be contacted via phone. Should one be uncontactable after 3 (three) attempts, they will forfeit the selection and another charity nomination will be chosen.
8. The members will be notified by means of the cell phone number(s) provided.
9. The Charity Initiative will provide support in the form of items needed and is not transferrable for cash
10. Once a member is contacted:
  - 10.1.1 You are to provide written consent upon contact for permission to share your picture.
  - 10.1.2 Your image may be published on our communications channels (mailer, website and/or social media).
11. Should members experience any issues, they can contact the Accent on You call center for assistance on 0861222368.