

## DOOBLE TERMS AND CONDITIONS (2021)

Welcome to DOOBLE - an exclusive 24/7 assistance service available to MultiChoice employees (Members). We invite you to understand our terms and conditions and enjoy seeing how the service can transform your life.

By using the DOOBLE service, you acknowledge acceptance of these terms and conditions and agree to be bound by them. DOOBLE shall be entitled to alter and vary these conditions from time to time and at all times make these accessible on the DOOBLE Website. By continuing to access or use DOOBLE after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, you should stop using DOOBLE.

DOOBLE is delivered by PLP South Africa (PLP) and its selected third party suppliers on behalf of MultiChoice.

- You will require an MultiChoice employee number to qualify as a valid member of DOOBLE.
- The principal member and immediate family members residing at the same address can use DOOBLE services. Any sensitive information you give to the consultants or service operators will be treated with the strictest confidence as further outlined in our Privacy Policy.
- There is no charge for information, quotes or advice you receive when dealing with the DOOBLE services. You will however be responsible for the payment of any external products or services arranged for you through DOOBLE.
- Requests may be made via the DOOBLE App, via the Concierge Desk or via the DOOBLE Call Centre on 0861 24 5433, as well as by email or online chat on the DOOBLE website [www.doble.co.za](http://www.doble.co.za).
- The use of the DOOBLE services shall be at your own initiative and risk. MultiChoice and PLP makes no representations and gives no warranty of any kind – expressed or implied – regarding the suitability or performance of any DOOBLE product or service.
- MultiChoice and PLP shall not be liable for any direct, indirect, incidental, special or consequential damages arising from the use of DOOBLE.
- You consent to the transfer of personal information to a third party, including in a foreign country, where such transfer is necessary for the performance of the DOOBLE benefits.
- The benefits of DOOBLE are subject to availability, although a best effort alternative or substitute product will be investigated should availability be limited.
- You accept that, by participating in DOOBLE, DOOBLE may send you at its sole discretion, marketing communications and updates pertaining to DOOBLE. Should you not wish to receive these communications or updates you must inform DOOBLE by communicating by email or by using the “opt out” link on the DOOBLE Website or DOOBLE App in which event DOOBLE shall then refrain from sending these communications.
- You understand and agree that goods or services purchased from any Service Providers are governed by separate terms and conditions.
- DOOBLE have the right to suspend or deregister a member from DOOBLE by giving him/her prior notice of 30 (thirty) days in the event of any of the following:
  - abuse of DOOBLE by a Member;
  - in the event of a Member committing any act of fraud or not complying with any of the Terms and Conditions.
- DOOBLE reserves the right to change the Service Providers that provide the benefits to DOOBLE and the members, based on member usage, pricing, quality, availability of service, or for any other reason at the sole discretion of DOOBLE.
- You agree to act in good faith.

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## **ACCOUNTS**

When you create an account with DOOBLE, you must provide information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the Terms and Conditions, which may result in immediate termination of your account with DOOBLE.

You are responsible for safeguarding the password that you use to access DOOBLE and for any activities or actions under your password. You must notify DOOBLE immediately upon becoming aware of any breach of security or unauthorised use of your account, either on the DOOBLE App or through the DOOBLE Website.

You may not use as a user name the name of another person or entity, or any name that is not lawfully available for use, a name or trade mark that is subject to any rights of another person or entity without appropriate authorization, or a name that is otherwise offensive, vulgar or obscene.

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## **INTELLECTUAL PROPERTY**

DOOBLE and its original content (excluding content provided by users), features and functionality is and shall at all times remain the exclusive Intellectual Property of PLP South Africa and/or their licensors, as may be the case.

These Terms and Conditions do not grant a member or anyone else the right to use branding or logos used in DOOBLE or the Services.

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## **LINKS TO OTHER WEB SITES**

DOOBLE may contain links to third-party web sites or services that are not owned or controlled by DOOBLE.

DOOBLE has no control over, and assumes no responsibility for the content, privacy policies, or practices of any third-party web sites or services. You further acknowledge and agree that DOOBLE will have no liability, directly or indirectly, for any loss caused or alleged to be caused by or in connection with use of, or reliance on, any such content, goods or services available on or through any such web sites or services.

DOOBLE strongly advise you to read the terms and conditions and privacy policies of any third-party web sites or services that you visit.

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## **FAIR USAGE**

DOOBLE want all Members to obtain access to DOOBLE services by submitting requests, and to provide this assistance on a fair usage basis, call a Fair Usage Policy.

DOOBLE requests are for individual use only in accordance with these terms of use and shall not be used for business purposes.

The following is a non-exhaustive list of practices that would indicate that the Member should request to become a Hey Jude Pro subscriber:

- Using tasks to complete work on or for a business you own for which you are making requests;
- Re-selling Tasks;
- Using Tasks to generate income for you or for others as a result of requesting the tasks;
- Unusual patterns inconsistent with normal, individual tasks use, for example, excessive tasks requested in a short period of time;
- Research or project work;
- Other practices which in the opinion of DOOBLE may categorise you as a Hey Jude Pro user.

DOOBLE may at its option, terminate its relationship with any member immediately if it determines such member is using DOOBLE contrary to this Fair Usage Policy or the Terms and Conditions.

Where reasonable, DOOBLE will provide the member with notice of his/her category of usage before the suspension or termination of the member's subscription and, if appropriate, DOOBLE may offer the member the Hey Jude Pro Service.

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#### **LIMITATION OF LIABILITY**

Except as provided by the Consumer Protection Act No. 28 of 2008 of South Africa:

DOOBLE accepts no liability of any nature for any loss for any reason; and

in no event shall DOOBLE, or their directors, employees, partners, agents, suppliers, or affiliates, be liable for any indirect, incidental, special, consequential or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from

- your access to or use of or inability to access or to use DOOBLE;
- any conduct or content of any third party on DOOBLE;
- any content obtained from DOOBLE;
- any engagement or transaction conducted between you and any Service Provider; or
- unauthorised access, use or alteration of your transmissions or content, whether based on warranty, contract, delict (including negligence) or any other legal theory, whether or not DOOBLE has been informed of the possibility of such damage, and even if a remedy set forth herein is found to have failed in its essential purpose.

Except as provided by the Consumer Protection Act (or similar legislation) you hereby indemnify DOOBLE and/or DOOBLE Partners and agree to keep them indemnified against all and any claims of any nature herein.

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#### **DISCLAIMER**

Use of DOOBLE and or the Service/s is at your sole risk. DOOBLE and the Service/s are provided on an "AS IS" and "AS AVAILABLE" basis.

DOOBLE provides no warranty that:

- any Service Provider shall be fit for purpose;
- DOOBLE will function uninterrupted, secure or available at any particular time or location;
- any errors or defects will be corrected;
- the DOOBLE App is free of viruses or other harmful components; or
- the results of using DOOBLE will meet your requirements.

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#### **GENERAL**

Any disputes shall be adjudicated by the courts in the Republic of South Africa, or at the election of DOOBLE, any other country or territory that has jurisdiction in respect of any dispute;

These Terms and Conditions do not create any third party beneficiary rights unless specifically stated.

The failure of DOOBLE to enforce any right or provision of these Terms and Conditions will not be considered a waiver of those rights.

If any provision of these Terms and Conditions is held to be invalid or unenforceable by a court, the remaining provisions of these Terms and Conditions will remain in effect.

These Terms and Conditions constitute the entire agreement between DOOBLE and you.

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## DOOBLE DEALS

- Membership is non-transferable.
- DOOBLE accepts no responsibility for the quality of service at any of our partners.
- DOOBLE will not become involved in any non-DOOBLE related disputes between members and benefit partners.
- DOOBLE processes and terms and conditions may be amended from time-to-time.
- Failure to adhere to, or any attempt to circumvent the DOOBLE terms and conditions, will result in your access to the benefit being terminated.
- Participating partners reserve the right to vary prices, times and availability of the benefit.
- The purchase of any discounted offers is subject to the terms and conditions of the supplier.

### 1. DOOBLE DINING DEAL

- 1.1 The DOOBLE Dining Deal benefit is facilitated by DOOBLE and refund claims are processed by DOOBLE and not the restaurant.
- 1.2 The DOOBLE Dining benefit entitles you as an eligible DOOBLE member to a refund on the second most expensive meal, provided:
  - 1.2.1 You are dining with at least one other person; and
  - 1.2.2 No less than 2 meals and 2 drinks are purchased per membership; and
  - 1.2.3 You have not exceeded your visits for that month (where applicable); and
  - 1.2.4 You are at least 18 years of age
  - 1.2.5 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.
- 1.3 Your claim will be processed within 72 working hours. Please note that claims received on a Saturday, Sunday or public holiday will incur additional processing time.
- 1.4 The DOOBLE Dining benefit:
  - 1.4.1 Can only be redeemed at restaurants identified 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 endeavour 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, DOOBLE will not be held liable in the event of any restaurant closures; and
  - 1.4.2 Is based on the restaurants' standard prices; and
  - 1.4.3 Is not applicable with any special offers, promotions, discount vouchers or loyalty programs; and
  - 1.4.4 Can be used when purchasing takeaways; and

- 1.4.5 Can only be used once per restaurant per day; and
- 1.4.6 Does not apply to desserts, extras, toppings, sides e.g. build your burger, extras on pizza etc.; and
- 1.4.7 Applies to individual line items on the menu whereby only one discount applies; and
- 1.4.8 Applies to courses that include drinks provided it is not a special.
- 1.5 A maximum of two memberships may be used per table, provided they are under different names. Each member must request their own authorisation code and claim separately. Your refund will be calculated as follows:
  - 1.5.1 Membership 1: 2nd most expensive meal on the bill up to max R120 with a minimum of 2 drinks
  - 1.5.2 Membership 2: 4th most expensive meal on the bill up to max R120 with a minimum of 4 drinks
- 1.6 You are required to request an authorisation code from DOOBLE prior to dining using any of the following methods. Your authorisation is not a booking and is not a guarantee of a refund. If required, please make a booking reservation directly with the restaurant.
  - 1.6.1 USSD - dial \*120\*2582# & follow the prompts to enter your details & receive your authorisation code (USSD is charged at 20c/20s). If you are unsuccessful in authorising via USSD,
  - 1.6.2 please call us on 0861 24 5433,
  - 1.6.3 chat to us on the website or
  - 1.6.4 log a request on the DOOBLE app to authorize your benefit.
- 1.7 Refund claims:
  - 1.7.1 Must be submitted within 30 days of your restaurant visit; and
  - 1.7.2 Must be deposited into the bank account in the name of the member only; and
  - 1.7.3 Must include a complete and legible claim form; and
  - 1.7.4 Must include the original restaurant receipt clearly displaying the restaurant name, receipt number, date and time (card receipts not accepted); and
  - 1.7.5 Will not be processed if the details on your receipt (restaurant name, date) does not match your authorisation or if the time of payment is over 5 hours from your authorisation time. Should you wish to reschedule your restaurant booking, please request a new authorisation code. Backdated authorisations are not allowed.

## 2. DOOBLE COFFEE DEAL

- 2.1 The DOOBLE Coffee benefit utilises Zapper ([www.zapper.com](http://www.zapper.com)) to facilitate discounting. DOOBLE members are required to download and install the Zapper App onto a compatible smartphone (iOS, Android, Windows Phone) in order to access the benefit. Zapper terms and conditions apply.
- 2.2 DOOBLE Members who do not register before the 15th (fifteenth) of the month will only be able to use the benefit the following month, assuming their details are correct at the partner and that they have Zapper installed.
- 2.3 The benefit entitles a DOOBLE Member to buy one coffee and get one discounted to the value of R25.
- 2.4 You are required to spend a minimum of R30 to qualify for your discount.
- 2.5 Where both coffees differ in price, the discount is calculated as 50% of the total cost of both coffees, up to a maximum discount of R25.

- 2.6 The benefit voucher is sent to your Zapper inbox on a monthly basis and is valid for that calendar month.
- 2.7 You may only utilise the benefit once per day.
- 2.8 The DOOBLE Coffee benefit:
  - 2.8.1 Can only be redeemed at participating partners listed on Zapper or on the DOOBLE website. DOOBLE shall be entitled, in its sole and absolute discretion, to amend the list of participating partners from time to time. DOOBLE shall endeavor to promptly update the list of participating partners as and when any changes are made. You are required to check the list of participating partners to confirm availability every time prior to utilising the benefit.
  - 2.8.2 Is based on the participating partner's standard prices. Partners reserve the right to restrict the usage of any special offer, promotion, gift card, voucher or loyalty programme in conjunction with the benefit.
  - 2.8.3 Is applicable to all non-alcoholic hot beverages e.g. cappuccino, latte, coffee, tea, hot chocolate, etc.
  - 2.8.4 May be redeemed in-store or via takeaway (where it is offered).
  - 2.8.5 May not be used in conjunction with the DOOBLE Dining Deal benefit (where applicable).
  - 2.8.6 May not be used for any purchases other than the stated purpose.
- 2.9 In all instances whereby a Member does not qualify for the benefit discount, the Member is required to uncheck their voucher prior to paying with Zapper.
- 2.10 You are required to redeem the benefit voucher and pay via Zapper to:
  - 2.10.1 Authorise your membership (invalid memberships will decline authorisation); and
  - 2.10.2 Enable your discount.

### 3. DOOBLE MOVIES DEAL

- 3.1 DOOBLE Movie codes can only be purchased via the DOOBLE website.
- 3.2 DOOBLE members receive a pre-determined discount off the retail purchase price of movie tickets at Nu Metro, Ster Kinekor and Cine Centre theatres.
- 3.3 DOOBLE Members are limited to purchasing 2 (two) x 2D movie codes and 2 (two) x 3D movie codes per calendar month.
- 3.4 Once you have purchased the required number of movie codes from the available platforms, the codes will be sent via SMS to the main Member's cellphone number and these codes can be redeemed at any of the participating movie theatres, subject to clause 3.9
- 3.5 The movie code cannot be redeemed for cash.
- 3.6 Any booking of tickets is not refundable.
- 3.7 If a Member's online booking requests cannot be confirmed, then they must contact DOOBLE on 0861 24 5433, or log a task on the DOOBLE App for assistance.
- 3.8 A movie code does not guarantee a seat for a specific movie. You should book the movies at the participating theatre, subject to availability.
- 3.9 **This offer does not include any iMax, 4D, Prestige, Scene Xtreme, Scene VIP movies.**
- 3.10 In order to purchase discounted movies, you require a Visa or MasterCard credit card or embossed card.

**3.11 The following cinemas will no longer be accepting 2D or 3D movie codes: Nu Metro Hyde Park, Nu Metro Parkview Centre and Nu Metro Bedford.**

3.12 Codes are valid for 3 (three) years from the date of issue.

3.13 DOOBLE will not be held liable in the event that your purchased movie codes show as redeemed by Nu Metro, Ster Kinekor or Cine Centre prior to you utilising your codes unless you have irrefutable proof that the codes were not redeemed by you.

#### 4. DOOBLE COMPUTICKET DEAL

4.1 Please note that discounts are applicable on any Computicket event that is listed on the Computicket website.

4.2 The Computicket deals are only available through DOOBLE via the DOOBLE call centre, website or App and not directly through Computicket.

4.3 Computicket deals are limited to 1 (one) deals per DOOBLE Member per month.

4.4 You will pay DOOBLE for the first ticket and receive the 2<sup>nd</sup> ticket fee free up to a maximum value of R200.

4.5 DOOBLE cannot guarantee availability until payment is made, proof of payment received and once the payment reflects.

4.6 Once payment reflects in DOOBLE's bank account (either a cash deposit or via the DOOBLE App), the booking of the tickets will be booked depending on availability. An SMS or email will be sent to the Member with the code which can be redeemed at any Shoprite, Checkers or Computicket outlet.

4.7 If payment has been made to DOOBLE and if the tickets are sold out or the event is cancelled, DOOBLE will refund you the full amount paid by yourself.

4.8 Tickets cannot be cancelled, refunded or amended once booked.

4.9 Prices of the tickets on selected deals may increase due to availability. You will be required to pay the difference.

4.10 Computicket deals are limited and will change from month to month, offered on a first come, first serve basis.

4.11 The monthly Computicket subsidised ticket deals cannot be used to book the same offer and cannot be used in conjunction with each other at the same time.

4.12 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.

#### 5. DOOBLE WELLBEING DEAL

5.1 Members qualify for discounts on various treatments through the VAT registered Spas.

5.2 In order to qualify for the Wellbeing benefit, the following rules apply:

5.2.1 You are required to book two different treatments for the same day at one VAT registered Spa

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

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

- 5.2.4 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.
- 5.2.5 All treatments are for the main Member and their immediate family members only and proof of identification needs to be presented at the Spa before the treatments can be administered. Under no circumstances will the benefit be allowed to be used by any other non-family-member.
- 5.2.6 Bookings will only be processed once proof of payment is received and once the money reflects in Dooble bank account and dependent on availability at the selected Spa.
- 5.3 You will pay Dooble for the first treatment and receive the 2nd cheaper treatment free up to a maximum value of R400.
- 5.4 If you have made payment to Dooble and if the treatments are not possible due to unavailability, Dooble will refund you the full amount paid yourself or you can change the booking to an alternative date.
- 5.5 The Wellbeing benefit is available through the Dooble call centre by calling (0861 24 5433), by submitting a booking query online via the Dooble website or via email sent to [info@dooble.co.za](mailto:info@dooble.co.za) and not directly through the supplier.
- 5.6 The Dooble Wellbeing benefit is limited to 2 (two) wellbeing bookings per member per month.
- 5.7 The Dooble Wellbeing benefit will be provided on a first come, first serve basis.
- 5.8 Dooble reserves the right to choose the participating venues and treatments in the programme at its sole discretions and at any given time.
- 5.9 If you are an employee or owner of any of the venues, you will not be allowed to use the Wellbeing benefit at the venue you own or are employed at.
- 5.10 If cancellation of an appointment is done within 24 hours of the booked treatments, you will be liable for the cost of both treatments.
- 5.11 All bookings are subject to the terms and conditions of each Spa.
- 5.12 Dooble, through its delivery partner, NEXT Pty Ltd, will only process bookings through Legitimate VAT registered Spas who pass their internal supplier vetting process
- 5.13 Dooble will be able to assist in sourcing a registered spa in your area
- 5.14 Dooble reserves the right to discontinue offering the Wellbeing benefit to any member if Dooble deems there to be abuse of the benefit.
- 5.15 The Dooble Wellbeing benefit cannot be used in conjunction with any of the Wellbeing deals advertised.

## 6. DOOBLE EXPERIENCES DEAL

- 6.1 Members qualify for discounts on a variety of activities nationally within South Africa.

- 6.2 In order to qualify for the DOOBLE Experiences Deal benefit, the following rules apply:
- 6.2.1 Members are required to call DOOBLE 48 hours (two working days) in advance to either make a booking or if the activity provider requires on day entrance payment, inform the DOOBLE call centre that they will be utilising the benefit.
  - 6.2.2 Two of the same activities must be booked for the same day.
  - 6.2.3 The second activity cannot be booked for a future date.
- 6.3 You will pay the provider for the first activity and receive the cheaper of the two activities up to a maximum value of R400 off.
- 6.4 If cancellation of a booking is done within 24 hours, you will be liable for the cost of both activities and / or entrance fees.
- 6.5 The DOOBLE Experiences Deal is only available through DOOBLE via the DOOBLE call centre, website and app and not directly through the Experience supplier.
- 6.6 The DOOBLE Experiences Deal is limited to 1 (one) discounted activity bookings per DOOBLE member per month.
- 6.7 The DOOBLE Experiences benefit are for the main Member only and proof of identification needs to be presented at the provider before the activity booking can be utilised. Under no circumstances will the benefit be allowed to be used by any non-member.
- 6.8 All reimbursements must be submitted within 10 (ten) working days from date of activity.
- 6.9 DOOBLE reserves the right to choose the participating venues in the programme at its sole discretions at any given time.
- 6.10 If you are an employee or owner of any of the venues, you will not be allowed to use the activity benefit at the venue you own or are employed at.
- 6.11 All bookings are subject to availability at each venue and cannot be guaranteed.
- 6.12 All receipts or tax invoices must have a valid VAT number with a unique invoice number. If payments can be paid prior to a supplier, you will be required to pay the supplier and claim for the price of the second activity up to a maximum value of R400 from DOOBLE provided the process for the Experiences Deal benefit is adhered too.
- 6.13 Documentation must have the correct date and time on receipts as initial details on the logged request for the activity benefit.
- 6.14 Each receipt must be used for 1 (one) unique request of a reimbursement and cannot be used for another member's reimbursement.
- 6.15 Reimbursements will be done within 5 (five) to 7 (seven) working days of submission if approved by DOOBLE.
- 6.16 DOOBLE reserves the right to discontinue offering the activity benefit to any member if DOOBLE deems there to be abuse of the benefit.
- 6.17 The DOOBLE Experiences Deal benefit cannot be used in conjunction with any of the activity deals advertised.

## 7. DOOBLE BUS TICKETS DEAL

- 7.1 DOOBLE Members can purchase 2 (two) bus tickets (return trip) through DOOBLE and receive the cheaper of the two bus tickets up to the value of R200 off.

- 7.2 Both bus tickets have to be purchased through the DOOBLE call centre at the same time i.e. the second bus ticket cannot be purchased at a later date.
- 7.3 The DOOBLE Bus Ticket Deals are only available through DOOBLE via the DOOBLE call centre and are not available directly through Intercape, Greyhound or Aldo.
- 7.4 Please note that this offer only applies to selected bus partners through Computicket only.
- 7.5 Tickets are limited to 1 (one) deal per DOOBLE member per month and only for the main member.
- 7.6 Bus tickets are subject to availability and will be provided on a first come, first serve basis and cannot be guaranteed.
- 7.7 DOOBLE cannot confirm availability until funds reflect in DOOBLE's bank account.
- 7.8 Bus tickets will only be issued once the funds reflect in DOOBLE's bank account.
- 7.9 Once payment reflects in DOOBLE's bank account, the booking of the bus tickets will be booked depending on availability. An SMS or email will be sent to the Member with the code which can be redeemed at any Shoprite, Checkers or Computicket outlet.
- 7.10 If you have made payment to DOOBLE and if the tickets are for some reason no longer available, DOOBLE will refund you the full amount paid by yourself.
- 7.11 Bus tickets cannot be cancelled, refunded or amended under any circumstances.
- 7.12 Prices of the bus tickets may increase due to availability; you will be required to pay in the difference.
- 7.13 DOOBLE accepts credit card payments through the DOOBLE App or via direct bank transfer.
- 7.14 DOOBLE reserves the right to change the terms and conditions of this benefit at any time and cannot guarantee the perpetual participation of this supplier in the programme.
- 7.15 The DOOBLE Bus Ticket Deals do not include business class tickets or Dreamliner bus tickets.

## 8. DOOBLE TRAVEL DEALS

- 8.1 Deals are offered at resorts stipulated in the deal.
  - 8.2 Deals are not transferable and cannot be exchanged for cash.
  - 8.3 Reservations are subject to availability and subject to change.
  - 8.4 Reservations cannot be changed or cancelled.
  - 8.5 Prices are from a starting price and per person sharing.
  - 8.6 Please note that high season supplements may supply.
  - 8.7 Valid for dates specified.
  - 8.8 E&OE valid for SA residents only.
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## 9. DOOBLE COMPETITION TERMS & CONDITIONS

- 9.1 These are the standard terms and conditions for competitions conducted or promoted by or in association with Dooble (PLP SA)
  - 9.2 All competitions run by Dooble are open to all members.
  - 9.3 All entrants must enter via app or other stipulated channels
  - 9.4 The entrants give permission to be contacted by an agent using any channel
  - 9.5 Prizes are not transferable and may not be changed or exchanged for cash or any other item.
  - 9.6 If you use a mobile phone for entry into the competition, the telephone calls/text messages standard rates will apply
  - 9.7 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.
  - 9.8 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.
  - 9.9 It is the entrant's responsibility to ensure that any information which you provide to us is accurate, complete, and up to date.
  - 9.10 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 Dooble reserves the right to re-draw a new winner under the same conditions.
  - 9.11 Dooble 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.
  - 9.12 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.
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## 10. CHARITY INITIATIVE

1. The Charity Initiative is available to all Dooble 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. Dooble will select a Charity from all nominations received monthly
5. Dooble 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 Dooble call center for assistance on 0861726826.
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## 11. SURPRISE & DELIGHT

1. The Surprise and Delight Initiative is available to all Dooble 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 minimum value of R500 (five hundred Rand)
  5. The Surprise and Delight delivered will be relevant to the specific request that you log via Dooble
  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 Dooble call center for assistance on 0861726826.
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### **GOLD REEF CITY**

Payment for Gold Reef City ticket must be completed at least three working days prior the visit date.

Gold Reef City Tours must be pre-booked and prepaid.

DOOBLE will not become involved in any non-DOOBLE related disputes between members and Gold Reef City.

Please visit [www.goldreefcity.co.za](http://www.goldreefcity.co.za) for full their terms and conditions.

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## DOOBLE CONCIERGE DRIVER

DOOBLE offers you the ultimate convenience with your very own concierge driver to take care of your errands while you are at work. The service operating times and operating sites are detailed in the DOOBLE Website.

The service can be booked a minimum of 24 hours in advance through the DOOBLE call centre by calling 0861 24 5433, via the DOOBLE App, submitting a booking query online via the DOOBLE website or via email sent to [info@dooble.co.za](mailto:info@dooble.co.za) or directly with the concierge desk agent.

The driver service is offered at no cost to you, though all third party costs are for your account and have to be paid in advance.

The service is limited to a 30km radius from the respective office.

Some examples of services we regularly provide include:

- Clothing and shoe alterations/repairs
- Collection of purchased items
- Document deliveries/collections
- Dry cleaning/laundry services
- Exchange of items
- Bank deposits (limited amount)
- Medication collections/deliveries
- Post Office collections/deliveries
- Package/parcel collections/deliveries
- Traffic infringement payments
- Vehicle license card collections (renewals only)
- Vehicle license renewals
- Change of vehicle ownership

Please note that our driver cannot assist with the following:

- Passenger or live stock or animal transporting
- Purchasing alcohol
- Transporting dangerous/hazardous goods or materials (gas, chemicals, etc.)
- Transporting perishable items/goods
- Purchasing food for individuals (Mr Delivery services, etc.)
- Use of your credit cards or details for purchases, payments, etc.
- Cash withdrawals
- Purchasing of groceries

- Transporting large or heavy items that exceed the vehicle allowance
- Business-related requests
- Collecting personals from banks
- Home Affairs etc., where member needs to be in person on site

#### WHAT THE CONCIERGE DRIVER SERVICE CAN AND CAN NOT DO

The DOOBLE Concierge Driver Service warrants that it will at all times, exercise reasonable care and skill in providing the service as far as reasonably practicable. The provision of the goods and services is subject to the DOOBLE staff member's capacity based on the number of requests and their particulars each day.

Where the DOOBLE Concierge Driver Service supplies you with any services supplied by a third party, DOOBLE does not give any warranty, guarantee, representation or other terms as to the quality, fitness or purpose otherwise of the goods or services and you shall be required to seek compensation for any loss or damage suffered from such third party directly. All merchandise and information available through the Concierge Driver Service is provided through third parties on an 'as available' basis without warranties of any kind either expressed or implied.

The Concierge Driver Service will communicate with third party suppliers on your behalf unless it considers that it is more appropriate under the circumstances for you to contact the supplier directly, in which case the Concierge Driver Service will advise you accordingly.

The Concierge Driver Service makes no warranty or guarantee in regard to:

- accepting all your shopping requests,
- providing the lowest available price for services,
- error-free, accurate advice or merchandise provided through the service.

You agree that the use of the service is at your sole risk.

The Concierge Driver Service maintains the right to refuse any request if it feels it is unsafe and unsuitable for its employees to carry out. Likewise, the Concierge Driver Service reserves the right to refuse any request it feels may be used by a member for any immoral or unlawful purpose.

#### MONEY

You shall pay third party suppliers through the DOOBLE App or directly prior to asking the Concierge Driver Service to pick up or drop off merchandise for you. In the rare instances where this is not possible, you shall give the Concierge Driver Service the exact amount of cash needed and shall not exceed R1,000.00 (one thousand rand) in advance of the request fulfilment.

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## DOOBLE APP

Transactions conducted through the DOOBLE App shall, in addition to any merchant fees, incur a 5% processing fee, and such fees will be added to any transaction at the time of purchase, but you shall at such time be entitled to continue the purchase inclusive of the 5% processing fee, or decline the purchase in its entirety and make payment to the service provider directly.

Transactions processed within the Republic of South Africa may reflect the entry 'Hey Jude' on your bank statements.

Transactions processed outside of the Republic of South Africa may reflect the entry 'Sorted Technology' on your bank statements.

## **PROGRAMME RULES**

You agree not to engage in any of the following prohibited activities:

1. copying, distributing, or disclosing any part of the Services in any medium, including without limitation by any automated or non-automated "scraping";
2. using any automated system, including without limitation "robots," "spiders," "offline readers," etc., to access the Programme (except that PLP South Africa and a Licensee may grant the operators of public search engines revocable permission to use spiders to copy publicly available materials from <http://heyjudeapp.com> for the sole purpose of, and solely to the extent necessary for, creating publicly available searchable indices of the materials, but not caches or archives of such materials);
3. transmitting spam, chain letters, or other unsolicited email, SMS, or other messages;
4. attempting to interfere with, compromise the system integrity or security or decipher any transmissions to or from the servers running the DOOBLE App and/or DOOBLE;
5. taking any action that imposes, or may impose at the sole discretion of DOOBLE an unreasonable or disproportionately large load on their infrastructure;
6. uploading invalid data, viruses, worms, or other software agents through the DOOBLE App;
7. collecting or harvesting any personally identifiable information, including account names, from the DOOBLE App or DOOBLE;
8. using the DOOBLE App for any commercial solicitation purposes;
9. impersonating another person or otherwise misrepresenting your affiliation with a person or entity, conducting fraud, hiding or attempting to hide your identity;
10. interfering with the proper working of the DOOBLE App;
11. accessing any content on the DOOBLE App through any technology or means other than those provided or authorised by DOOBLE;
12. bypassing the measures DOOBLE may use to prevent or restrict access to the DOOBLE App, including without limitation, features that prevent or restrict use or copying of any content or enforce limitations on use of the services or the content therein;
13. submitting a task that requires an impossible, illegal or immoral outcome or response.

DOOBLE may, without prior notice, change DOOBLE benefits or services; stop certain features of DOOBLE, to an individual member or to members generally; or create usage limits for DOOBLE.

You agree that you will not use the DOOBLE App to perform criminal activity of any sort, including but not limited to, money laundering, illegal gambling operations, terrorist financing, or malicious hacking, or any illegal hacking of any nature.

## **MOBILE SOFTWARE**

DOOBLE may make available software to access DOOBLE and/or third party services via a mobile device ("Mobile Software"). To use the Mobile Software you must have a mobile device that is compatible with the Mobile Software.

DOOBLE does not warrant that the Mobile Software will be compatible with your mobile device. You may use mobile data in connection with the Mobile Software and may incur additional charges from your internet provider for these services. You agrees that you are solely responsible for any such charges.

DOOBLE hereby grants you access to the Mobile Software for one DOOBLE account on one mobile device owned or leased solely you, for your personal use.

You may not:

- modify, disassemble, decompile or reverse engineer the Mobile Software;
- rent, lease, loan, resell, sublicense, distribute or otherwise transfer the Mobile Software to any third party or use the Mobile Software to provide time sharing or similar services for any third party;
- make any copies of the Mobile Software;
- remove, circumvent, disable, damage or otherwise interfere with security-related features of the Mobile Software, features that prevent or restrict use or copying of any content accessible through the Mobile Software, or features that enforce limitations on use of the Mobile Software;
- delete the copyright and other proprietary rights notices on the Mobile Software.

You acknowledge that DOOBLE may from time to time issue upgraded versions of the Mobile Software, and may automatically electronically upgrade the version of the Mobile Software that you are using on your mobile device. You consent to such automatic upgrading on your mobile device, and agree that the Terms and Conditions will apply to all such upgrades.

Any third-party code that may be incorporated in the Mobile Software is covered by the applicable open source or third-party license end user license agreement, if any, authorising use of such code. The foregoing right of access to the Mobile Software is not a sale of, or license to, the Mobile Software or any copy thereof, and DOOBLE retains all right, title, and interest in the Mobile Software (and any copy thereof). Any attempt by a member to transfer any of the rights, duties or obligations hereunder, except as expressly provided for in this agreement, is void.

#### **MOBILE SOFTWARE FROM THE APP AND PLAY STORE**

The following applies to any Mobile Software you acquire from the App Store and Play Store Store ("App Store and Play Store-Sourced Software"): You acknowledge and agree that this greement is solely between yourself and DOOBLE, and that DOOBLE have no responsibility for the App Store and Play Store-Sourced Software or content thereof.

Your use of the App Store and Play Store-Sourced Software must comply with the App Store and Play Store terms of services. You acknowledges that DOOBLE has no any obligation whatsoever to furnish any maintenance and support services with respect to the App Store and Play Store-Sourced Software. In the event of any failure of the App Store and Play Store -Sourced Software to conform to any applicable warranty, you should notify the App Store and Play Store.

You acknowledge that DOOBLE is not responsible for addressing any claims relating to the App Store and Play Store-Sourced Software or your possession and/or use of the App Store and Play Store-Sourced Software, including, but not limited to:

- product liability claims;
- any claim that the App Store and Play Store-Sourced Software fails to conform to any applicable legal or regulatory requirement;
- claims arising under consumer protection or similar legislation; and all such claims are governed solely by this Agreement and any law applicable to DOOBLE as provider of the software.

You acknowledge that, in the event of any third-party claim that the App Store and Play Store-Sourced Software or your possession and use of the App Store and Play Store-Sourced Software infringes that third party's intellectual property rights, the App Store and Play Store, not DOOBLE, will be solely responsible for the investigation, defense, settlement and discharge of any such intellectual property infringement claim to the extent required by this agreement.

## **CONTENT**

DOOBLE allows you to post, link, store, share and otherwise make available certain information, text, graphics, videos, or other material on the DOOBLE App ("Content"). You are responsible for the Content that you post, including its legality, reliability, and appropriateness. DOOBLE may review Content to determine whether it is illegal or violates DOOBLE's policies, and DOOBLE may remove it or refuse to display it if it is believed to be in violation of such policies or the law. DOOBLE is not however obliged to review Content and may not do so.

By posting Content to the DOOBLE App, you grant to DOOBLE the right and license to use, modify, publicly perform, publicly display, reproduce, and distribute such Content on the DOOBLE App. You cede and assign all of your rights to any Content you submit, post or display on the DOOBLE App and you indemnify DOOBLE against any claim that may arise therefrom.

You represent and warrant that:

- the Content is yours (i.e. owned by you) or you have the right to use it and cede and assign it to DOOBLE; and
- the posting of such Content on or through DOOBLE does not violate the privacy rights, publicity rights, copyrights, contract rights or any other rights of any person.

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## **CONTACT US**

If you have any questions about these Terms and Conditions or any other queries, you can contact DOOBLE at [info@dooble.co.ca](mailto:info@dooble.co.ca).