

Terms and Conditions

- The principal member and their immediate family member's who live at the same house, can make use of the Yell for Yellow services by quoting their Santam employee number.
- Any sensitive information that you give to the consultants or service operators will be treated with the strictest confidence.
- There is no charge for information, quotes, advice or counselling services you receive when calling the Yell for Yellow services.
- You will be responsible for the payment of any external products or services you may use as a result of calling Yell for Yellow.
- The Member consents to the transfer of personal information to a third party if such transfer is necessary for the performance of the contract between the Member and PLP SA (Pty) Ltd.

Discounted Offers - T's & C's

1. 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 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, Crave will not be held liable in the event of any restaurant closures; and is based on the restaurants 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 authorisation 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 authorisation code from Crave 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.

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, please call us to authorise.

Call - Call 0861 726 826 and an agent will provide you with your authorisation 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 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.

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 Yell for Yellow website at the published rate at the time.
- 2.2. Yell for Yellow Members receive a discount of up to 50% off the retail purchase price of movie tickets at participating Theatres.
- 2.3. Yell for Yellow members are limited to purchasing 6 (six) movie codes per calendar month.
- 2.4. Once you buy your movie code access from the Yell for Yellow 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. Movie codes bought on the Yell for Yellow website will be sms'd to the registered cell phone number shortly after purchase.
- 2.6. The movie code cannot be redeemed for cash.
- 2.7. The movie code validity date will be stipulated on the sms with the movie code sent to the consumer.
- 2.8. Online payments are not refundable.
- 2.9. If your online booking requests cannot be confirmed then please contact Yell for Yellow on 0861 726 826, for assistance.
- 2.10. 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.
- 2.11. This offer does not include 3D, 4D, Scene VIP, Scene Xtreme, 4DX movies or Prestige Cinemas are not included.
- 2.12. In order to purchase discounted movies Members require a Visa or Master credit card.
- 2.13. 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 a range of wellbeing providers.
- 3.2. In order to reserve the treatments, the member is required to call 0861 726 826 48 hours (two working days) in advance to book for the required two treatments at one of our preferred suppliers for the same day.
- 3.3. In order 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 members 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 party other than those mentioned above.

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

3.4. The member will pay Yell for Yellow for the first treatment and receive the cheaper treatment up to a maximum value of R400 free of charge.

3.5. If payment has been made to Yell for Yellow by a member and if the treatments are not available due to availability, Yell for Yellow 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 centre 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 served basis.

3.8. Transactions will only be facilitated through venues that allow for pre-bookings.

3.9. Yell for yellow reserves the right to choose the participating venues and treatments in the programme 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. Yell for yellow is affiliated with HealthSpas and Spas of Distinction. These are our preferred partners for the Wellness benefit and all bookings are processed through HealthSpas.

3.14. Limited Mangwanani Spas available as per Health Spa listing.

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

3.16. The wellbeing service is limited to 2 (two) wellbeing bookings per member per month for Healthspas.

3.17. Memberships must be validated by Yell for Yellow and only members and their immediate families will be allowed to utilise the benefit.

3.18 Yell for yellow reserves the right to discontinue offering the wellness benefit to any member if Yell for Yellow deems there to be abuse of the benefit.

3.19. Re-imbursements will be done within 5 to 7 working days of submission if approved by Yell for Yellow.

3.20. During Peak seasons, members will be required to pay the supplier for both treatments and claim the price of the free treatment from Yell for Yellow provided the standard procedure is followed with the logging of the request. Re-imbursements 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. In order to reserve a Discount Activity booking, the Member is required to call 0861 726 826 to book in advance for the required Activities bookings.

4.3. In order 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 2 hours prior to the booking time and date. If cancellation of a booking is done within 1 hour, the member will be liable for the cost of both entrance fees.

4.6. Discount Activities are only available through Yell for Yellow via the 0861 726 826 call centre and not directly through the supplier.

4.7. Discount Activities are limited to 2 Discounted Activity bookings per Yell for Yellow member per month.

4.8. All Discount Activities are for the Main Member and their immediate family members 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.

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

4.10. Yell for Yellow reserves the right to choose the participating venues in the programme 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 Yell for Yellow provided a request for an activity is logged with the Yell for Yellow call centre.

4.14. Memberships must be validated by Yell for Yellow and only members that are employees will be allowed to utilise the benefit.

4.15. Yell for yellow reserves the right to discontinue offering the activity benefit to any member if Yell for Yellow 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 Yell for Yellow.

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

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 (Except for Gold Reef City) cannot be classified or submitted for an activity benefit.

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

Gold Reef City Terms and Conditions

- Payment must be done at least three working days prior the visit.
- Gold Reef City Tours must be pre-booked and prepaid.
- Please note that children under the age of 6 will not be allowed on the Gold Reef City Mine Tour.
- Pregnant woman and children under 6 are not allowed to go underground.
- People with the following conditions are not allowed to go underground: Claustrophobia, High or Low Blood Pressure, people with any walking defects such as an artificial foot or leg, people who recently had major surgery or anybody who ever had a bypass and any person without shoes.
- People who suffer from Asthma cannot go down the mine and
- People who are visually impaired cannot go down the mine.
- Please visit www.goldreefcity.co.za for full terms and conditions.