



Clientèle

**Clientele Promotion
Free Gift Campaign**



General Terms and Conditions

1. Qualifying criteria

If you have received a promotional sms with the gift/reward from Clientèle, you qualify for this promotion.

2. Unforeseen events:

- a. The Promoters, and their associated companies, agents and contractors assume no liability whatsoever for any direct or indirect loss, damage, death, personal injuries, defamation, invasion of privacy or claims based on publicity rights arising in connection with this promotional offer.
- b. No member of the Promoter is responsible for lost, delayed, misdirected, internet or computer malfunctions, errors in transmission or any condition beyond the control of the Promoters which may cause the promotion to be disrupted or corrupted.

3. Limitation of liability:

To the fullest extent permitted by applicable law (but not otherwise) the Promoters, their agents responsible for administering the promotion, as well as the reward sponsors assume no responsibility and are not liable for (i) the accuracy or otherwise of the gift/reward description or illustration, (ii) the non-availability, loss, interception or interference with, late receipt or damage of or to any reward, notification or other communication, or (iii) any representation, warranty, condition or guarantee in respect of any reward.

4. Reward Offers and value:

- 2 Free 2D Movie Tickets (NuMetro)
- R50 Fashion Voucher (Superbalist – Online Only)
- R30 Fast Food Voucher (McDonalds)
- 100MB Data (Across All Networks)

5. How to redeem your Clientèle Rewards:

- Clientèle will send their qualifying participants a SMS with a unique code.
- Participants must visit the USSD string *120*449#
- Participants will be required to enter their unique code and fill in their personal details.
- Participants will select a reward of their choice.
- Participants with valid entries as set out above shall receive an SMS with their reward voucher and instructions.
- Participants whose entries do not meet the criteria set out in these Terms and Conditions shall receive an SMS advising them that their entry does not qualify.
- For all queries and complaints participants can contact the TLC Marketing call centre on 011 084 7977 or email clientele@tlcrewards.com, Monday to Friday, 8:30am to 4:30pm, not available on weekends and public holidays

6. Rewards Descriptions and conditions

- Each participant will be entitled to one reward listed per valid entry.



- Only original and authentic and valid unique codes will be accepted.

a) The Reward Terms of Use: 2 Free 2D Movie Tickets (NuMetro)

- To redeem visit any Nu Metro outlet from the list below
- To redeem the free Movie ticket, follow the prompts on the USSD, a voucher pin will be sent via SMS to you and then you will need to visit your nearest Nu Metro cinema to claim your Movie tickets. The movie ticket code received is for 1 free movie ticket.
- Tickets can be booked at any of the below listed Nu Metro Cinemas Nationwide (with the exclusion of Hyde Park, Park View, Bedford, Woodlands and VIP viewing Cinema).

Participating outlets are:

- Gauteng:
- Clearwater
- Emperors Palace
- Key West
- Trade Route
- The Glen
- Menlyn
- Westgate

Free State:

- Loch Logan
- Welkom

Kwa Zulu Natal:

- Galleria
- The Pavilion
- Ballito
- Cornubia

Western Cape :

- Canal Walk
- Grandwest
- V&A
- Worcester

Eastern Cape:

- Boardwalk
- Walmer Park

Visit www.numetro.co.za for full Terms and Conditions.

b) The Reward Terms of Use: R50 Fashion Voucher (Superbalist – Online Only)

- Customer will receive an SMS with the unique code.
- Visit www.superbalist.com within 1 month of receiving the SMS and make a purchase, the voucher amount will be offset against any purchase.
- Should the value of the purchase be lower than the voucher amount, you will not receive any cash back for the portion not used. Vouchers are redeemable ONLINE ONLY.
- Vouchers cannot be redeemed for cash.
- For full partner terms and conditions visit: www.superbalist.com

c) The Reward Terms of Use: R30 Fast Food Voucher (McDonalds)



- Customer to present voucher code at the McDonald's point of sale upon making a purchase.
- The voucher amount will be offset against any purchase.
- Should the value of the purchase be lower than the voucher amount, you will not receive any cash back
- Should the value of the purchase be higher than the voucher value, then the difference can only be paid for in cash and NOT by card.
- The offer is for one time use only.
- Only one voucher may be used per customer.
- The voucher is non-transferrable and may not be refunded nor exchanged for cash.
- Patrons may only use the voucher at McDonald's restaurants within the Republic of South Africa.
- Refer to McDonald's website www.mcdonalds.co.za for full T&Cs.
- The below outlets do not accept vouchers:
The Grove, Silverton, Willows, Langeberg, Mthatha, Amalinda, Globersdal, Lephalale, Thabazimbi, Kwagga Mall, Alberton, Bruma, Eastgate, Alex, Lemon Tree, Louis Botha, Linton Grange, Cape Road, Jefferey's Bay, Bela Bela, Midrand, Midridge, Springs, Great North, Kit Kat, Benoni, Kuruman, Uppington, Kathu, Highveld Mall, Middelburg, Middelburg Mall, Ermelo, Witbank, Vereeniging, Vanderbijlpark, Evaton, Pavillion, Selby, Lenasia, Turfontein, Arbour Crossing, Galleria, Kokstad, Brits, Harties

d) The Reward Terms of Use: 100MB Data (Across All Networks)

- To redeem the 100MB data, dial *120*120120*01*PIN# (Pin provided in SMS). Follow the prompts on the USSD for the data / airtime to be loaded onto your mobile phone.
- The voucher is valid for one (1) month after the date the reward pin is received.

7. Restrictions

- Rewards cannot be redeemed for cash in part or whole and are non-refundable, non-transferable and non-exchangeable and the Promoters reserve the right to substitute any reward with another reward of similar or equal value.
- The promoters do not guarantee any buy-back of any of the rewards given away in the promotion.
- Only one unique code per Clientèle client may be used.
- Rewards cannot be exchanged or swapped.

Contacting Us:

- For all queries and complaints participants can contact the TLC Marketing centre on email at clientele@tlcrewards.com or call 011 084 7977 between 08h30 – 16h30, Monday – Friday.
- Not available on Weekends and Public Holidays

8. General terms

- Without detracting in any way from the Promotion Terms and Conditions, the following general provisions shall be applicable to these Rules.
- The Promoter/s of this Promotion are the Organisers. The Organisers will interpret the Terms and Conditions in their sole discretion and reserve the right to amend the Terms and Conditions at any time in accordance with the provisions contained in these Rules.
- By entering and participating in the promotion, you agree that the organisers may collect and process your personal information for purposes of this Promotion.



- The organisers, their directors, members, partners, employees, agents, consultants, any other person who directly or indirectly controls or is controlled by them or any supplier of goods and services in connection with this promotion and their spouses, life partners, parents, children, siblings, business partners or associates are not eligible to participate in or enter this promotion.
- In the event of a dispute, the decision of the organisers will be final and binding and no correspondence will be entered into in this regard and for further clarity, the organisers shall be entitled to deal with such disputes (or any failure by entrants to follow the rules) in their sole discretion, including that the organisers shall be entitled, in addition to any other rights which the organisers may have in terms of these rules, to immediately disqualify entrants from this promotion. By entering the promotion and/or accepting any reward, the entrants, users and/or clients hereby indemnify, release and hold harmless the organisers (including their subsidiaries, holding companies and affiliates), their directors, employees, agents, suppliers and contractors (the “organiser parties”)
- From and against any actions, claims and/or liability for injury, loss, damage, expense, claim or damages of any kind resulting in whole or in part, directly or indirectly, from participation in the promotion, and/or the use, acceptance or possession of a reward, and/or participation (or non-participation) in a reward-related activity.
- Entrants who, in the organisers’ sole determination, act unlawfully, fraudulently, in breach of these Rules and/or Terms and Conditions or otherwise dishonestly may be disqualified from participating in the Promotion and shall not be eligible to win any reward.
- Clientèle (Pty) Ltd and TLC Marketing Worldwide are not responsible for any reward misrepresentation (written or verbal) on warranties by anyone / group other than TLC Marketing Worldwide
- Additional to any other rights contained in the promotion rules, the organisers reserve the right to terminate the promotion at any time with immediate effect. If this is the case, the organisers will provide a notice on the website and it shall be the responsibility of entrants to review such website in this respect. In such event, all entrants hereby waive any rights which they may have against any of the organiser parties and acknowledge that they will have no recourse or claim of any nature against the organiser parties.
- The promoters are not liable for any technical failure that may result in an entry not being successfully submitted. Any reward is accepted by a client at his/her own risk and the organisers are not liable, at any time, for any defect in the reward.
- The duration of this promotion may also be extended or curtailed at the sole discretion of the Promoters. If this is the case, the organisers will provide notice of this on the Website. All promotion queries must be directed to TLC Marketing Call Centre on email at clientele@tlcrewards.com or call 011 084 7977 between 08:30 to 16:30 Monday – Friday. Not available on Weekends and Public Holidays.
- A copy of the promotion rules is available at no cost to the participants and can be downloaded in printable form at www.clientele.co.za

9. Promoters:

- a. This promotion is conducted by Clientèle Life Assurance Company Limited (Registration Number: 1973/016606/06), and Clientèle General Insurance Limited (Registration Number: 2007/023821/06), (collectively known as Clientèle), in conjunction with CBC Rewards (PTY) (LTD) (Registration Number 2016/195909/07). Their registered offices are at Clientèle Office Park, Corner Rivonia and Alon Road, Morningside, 2196 (collectively referred to as “the Promoter”).



- b. The Promoter is responsible for the administering of the promotion, choosing the clients and delivering the gifts/rewards to the participants using a USSD string *120*449#.
- c. These promotion rules (“rules”) are the official rules. These rules (together with any official promotion communications) will govern and apply to the promotion. Please take a moment to review these rules.
- d. By your participation, you agree that these rules will govern all aspects of your relationship with the promotion and promotion-related agents, and the Promoter. These rules can only be modified (or superseded) by the Promoter (in their reasonable discretion), in the form of a written revision posted on the promotion website or (at the Promoter’s sole discretion) any other potential official promotion communication method reasonably calculated to reach a majority of potential participants.
 1. All persons (“Participants”) entering the Clientèle Promotion agree that the Promotion rules, as set out in these Terms and Conditions (“Terms and Conditions”), shall apply and are binding on them.
 2. TLC Marketing Worldwide (Pty) Ltd (“TLC”) and Clientèle (Pty) Ltd are collectively referred to as the “Promoters” in respect of the Promotion for purposes of these Terms and Conditions.

Nature of the Rewards

3. These Terms and Conditions cover the rewards that TLC source for you from our partners. The Promoters of these rewards are Clientèle (Pty) Ltd a private company duly incorporated in accordance with the laws of the Republic of South Africa with its registered address at Corner Rivonia and Alon Road, Morningside, 2196 and TLC Marketing Worldwide Proprietary, a private company duly incorporated in accordance with the laws of the Republic of South Africa with its registered address at 1st Floor, Block F; 150 Linden Road, Strathavon, Sandton, 2196 (“TLC”).
4. By accessing these rewards, you agree to be bound by these Terms and Conditions and you consent to us sharing your personal data with affiliates (means, in relation to TLC Marketing Worldwide, any entity Controlling, Controlled by or under common Control with TLC Marketing Worldwide from time to time) and suppliers for purposes of this reward.

10. General Rules:

- a. By participating in this promotion, you agree to all the promotion rules set out above, without exception.
- b. The Promoters decision is final and binding and no correspondence or negotiations will be entered into, with the exception of the notification of the clients via sms notification.
- c. If a participant contravenes these rules, the participant may, in the Promoter’s discretion, be disqualified from the promotion.
- d. Income taxes relating to the reward, if any, are the sole responsibility of the reward clients.
- e. The laws of the Republic of South Africa govern this promotion.
- f. Promoter reserves the right to cancel or alter any aspect of the promotion at any time at its sole discretion without liability.
- g. Participants in the promotion understand and agree that in order to offer the promotion; the Promoter must collect and use personal information about participants. This promotion is conducted under the terms of applicable privacy statements.
- h. These terms and conditions are subject to change according to the promoter’s discretion.



EXCLUSIONS AND OTHER IMPORTANT TERMS

- Nothing in these Terms and Conditions 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 Promoter in terms of the Consumer Protection Act, 68 of 2008 ("CPA").
- By entering the Programme in accordance with its terms, Participants acknowledge that the Programme will be managed in accordance with the provisions of the CPA. Qualifying 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 reward.
- These Terms and Conditions shall be governed by the laws of the Republic of South Africa.