



Terms & Conditions - Stay for 2 Persons at The Lux Collective on a Half Board Basis for 2 Nights ("Gift") – (18,000) Loyalty Points

1. Eligibility and Redeeming Process

- a. The Gift is available upon redeeming 18,000 (Eighteen Thousand) Loyalty Points at any MyFamily Grocer store.
- b. The redeemer must present a valid National Identity Card (for Mauritian citizens) or Passport (for foreign residents) at the time of redemption for verification purposes.
- c. Redemption shall entitle the redeemer to:
 - i. A stay for 2 (Two) persons at the Lux Belle Mare on a half board meal plan basis for 2 (Two) nights.
- d. Once the handover is completed, the redeemer acknowledges receipt and agrees to hold the Company harmless from any liability, including but not limited to, cancellations, or any incident occurring during the stay.
- e. The Gift is non-transferable, non-refundable, and cannot be exchanged for cash or any other form of compensation.
- f. For any request to amend or reschedule the booked date, the redeemer shall be solely responsible for contacting the Lux Collective. The Company shall not be held liable for any changes, additional charges, or complications arising therefrom.
- g. Any conditions or restrictions imposed by The Lux Collective shall apply and must be adhered to by the redeemer, including but not limited to check-in requirements, identification, behaviour policies, and the requirement that at least one occupant of the stay must be a citizen or a resident of Mauritius to be eligible for participation in this Gift.

2. Collection Guidelines

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- a. The Gift must be collected in person by the redeemer at any MyFamily Grocer store.
 - b. Redemption and collection shall be on a first-come, first-served basis, subject to availability.
 - c. In the event that the hotel stay is temporarily unavailable, the Company may either:
 - i. Inform the Redeemer of the next available date for redemption; or
 - ii. Provide an alternative gift of equivalent value, at the sole discretion of the Company.
 - d. The Company shall not be held liable for any delays or inconvenience caused by the unavailability of rooms and/or restaurants or issues arising from the hotel.

3. Disclaimer and Liability

- a. By accepting the Gift, the Redeemer acknowledges and agrees that the Company:
 - i. Is not the hotel operator and does not manage or control the booking or stay;
 - ii. Is not responsible for the experience, service quality, or any incident occurring during the hotel stay.
- b. The Company shall not be held liable for:
 - i. Any cancellation, rescheduling, or refusal of service by the hotel;
 - ii. Any dissatisfaction, loss, injury, or incident occurring during the stay;
 - iii. Any failure by the redeemer to comply with hotel or booking conditions, or with applicable health and safety regulations.
- c. The redeemer is solely responsible for ensuring that their personal documentation, health status and insurance comply with any conditions for hotel admission, including identification, vaccination, or age requirements.

4. General Conditions



- a. The Company reserves the right to change or substitute the Gift at any time without prior notice.
- b. The Company may amend these Terms & Conditions at any time, and such changes shall be effective upon publication on the Company website or at the point of redemption.
- c. Any attempt to resell, abuse or manipulate the Loyalty Program or redemption process may lead to immediate disqualification from the campaign and forfeiture of the Gift.

5. Contact Information

- a. For any queries related to the Prize Giving Loyalty Program, please contact our Customer Service team on:
 - i. Email: info@myfamilygrocer.mu
 - ii. Phone Number: +230 4662615
Monday to Friday from 8 AM – 5 PM