



Terms & Conditions – Return Flight for 2 Persons to Abu-Dhabi (via Dubai) with Accommodation and Entry Tickets into Yas Island Park/s for 4 nights (“Gift”) – (35,000) Loyalty Points

1. Eligibility and Redeeming Process

- a. The Gift is available upon redeeming 35,000 (Thirty-Five 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 round-trip flight for 2 (Two) persons to Dubai, United Arab Emirates;
 - ii. Four (4) nights of accommodation at The Warner Bros. (WB) Abu Dhabi hotel;
 - iii. Entrance tickets to One (1) Yas Island theme park per day. The parks include Ferrari World, Yas WaterWorld, Warner Bros.World and SeaWorld.
- d. The Company reserves the right to secure the next available flight within the specified economy class booking code and/or fare category, subject to availability and prevailing rates at the time of booking.
- e. Upon completion of handover of the Gift, the redeemer shall acknowledge receipt and agree to hold the Company harmless from any damage, loss, delay, cancellation, or injury whether direct, indirect, or consequential arising from the use or enjoyment of the Gift.
- f. It is the sole responsibility of the redeemer to:
 - i. Arrange transport at its own cost from Dubai International Airport to WB Abu Dhabi Hotel;

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- ii. Request for his/her park entrance ticket/s from the WB Abu Dhabi Hotel.
 - g. Should the redeemer wish to change or reschedule the date of the flight and Hotel accommodation, it shall be their sole responsibility to liaise directly with the travel agency and/or airline and/or WB Abu Dhabi. Any associated costs, penalties, or administrative fees arising from such changes shall be borne entirely by the redeemer. The Company shall not be involved in, nor liable for, any amendments.
 - h. Any conditions or restrictions imposed by the travel agency, airline, destination authorities or WB Abu Dhabi Hotel shall apply and must be adhered to by the redeemer, including but not limited to visa requirements and/or travel regulations and/or safety requirements.
 - i. Any additional expenses or options not expressly included in the Gift including, but not limited to, meals, additional accommodation, travel and/or medical insurance, local or international transportation, visa applications and/or fees, flight seat selection, excess baggage charges, personal purchases, and any other incidental costs whatsoever, shall be the sole responsibility of the redeemer and shall be borne entirely at their own expense.
 - j. Once redeemed and accepted, the Gift is considered final. No exchange, cash refund, or substitution will be permitted.

2. Collection & Booking Guidelines

- a. The Gift must be redeemed in person at any MyFamily Grocer store.
- b. Redemption and collection shall be on a first-come, first-served basis, subject to availability.
- c. After redemption, the redeemer will receive a booking confirmation voucher from the designated travel agency partner and/or the WB Abu Dhabi Hotel.
- d. In the event of unavailability of the travel package due to external factors, the Company may either:
 - i. Inform the redeemer of the expected next availability date; or
 - ii. Offer an alternative experience of equivalent value, solely at the Company's discretion.

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- e. The redeemer shall be solely responsible for ensuring that all travel documents, such as valid passports and visas, are in order prior to departure.
 - f. The Company shall not be held liable for any delays or inconvenience caused by ticket unavailability or issues arising from the travel agency and/or airline.
 - g. Travelers must possess valid passports in accordance with travel regulations for the intended itinerary.
 - h. It is the sole responsibility of the redeemer to ensure compliance with all visa entry, and/or health regulatory requirements applicable to travel to the destination country for which the Gift pertains.

3. Disclaimer and Liability

- a. By accepting this Gift, the redeemer acknowledges and agrees that the Company:
 - i. Is not the travel service provider, airline, or hotel operator;
 - ii. Is not responsible for the traveller's experience, any travel disruption, or any dispute between the redeemer and travel agency and/or airline and/or any other third-party service providers;
 - iii. Provides this experience strictly on a goodwill basis and assumes no responsibility for the acts, omissions, or failures of any third-party travel provider;
 - iv. bears no responsibility for any refusal of entry or deportation by immigration authorities.
- b. The Company shall not be held liable for:
 - i. Any delays, cancellations, or changes in flight or accommodation;
 - ii. Any visa-related issues or denial of entry by immigration authorities;
 - iii. Any injury, loss, or inconvenience during travel or stay;
 - iv. Any indirect or consequential damage suffered by the redeemer or their companion;
 - v. Any refusal to enter the parks and/or participation in any rides.

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- c. The redeemer is solely responsible for ensuring that their personal documentation, health status and insurance comply with any conditions for hotel and parks 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