



Terms & Conditions – Return Flight for 2 Persons to Cape Town with Motorhome experience across the Western Garden route for 5 nights (“Gift”) – (30,000) Loyalty Points.

1. Eligibility and Redeeming Process

- a. The Gift is available upon redeeming 30,000 (Thirty 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 Cape Town, South Africa;
 - ii. Five (5) nights Motorhome experience across the Western Garden route.
- 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. Once the flight ticket is issued and accepted, the redeemer acknowledges receipt and agrees to hold the Company harmless from any liability, including but not limited to, delays, cancellations, unavailability of flights, or any incident occurring during travel.
- f. The Motorhome experience will be coordinated with a third-party travel partner. Upon redemption, the redeemer will receive a travel voucher and booking contact details. The Company will assist in the initial scheduling, after which all arrangements and execution will be managed by the third-party provider.
- g. Should the redeemer wish to change or reschedule the date of the flight and Motorhome experience, it shall be their sole responsibility to liaise directly with the travel agency and/or airline and/or Motorhome service



provider. 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 third-party service provider 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. The Gift is non-transferable, non-refundable, and cannot be exchanged for cash or any other substitute.

2. Collection Guidelines

- a. The Gift must be redeemed in person by the redeemer at any MyFamily Grocer Store.
- b. Redemption and processing are subject to availability and will be handled on a first-come, first-served basis.
- c. 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.
- d. 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 and/or third-party service provider.
- e. Travelers must possess valid passports in accordance with travel regulations for the intended itinerary.

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- f. 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.
 - g. The Motorhome experience is subject to local road and weather conditions, and the travel partner's safety protocols.
 - h. Participants in the Motorhome experience must hold a valid motor vehicle license and comply with the terms of the experience provider.
 - i. Should the redeemer or companion be ineligible or unwilling to participate in the Motorhome experience, no replacement experience or refund will be offered.

3. Disclaimer and Liability

- a. By accepting the Gift, the redeemer acknowledges and agrees that the Company:
 - i. Is not the provider of the travel services, airline or motorhome accommodation;
 - 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 injuries, delays, loss of belongings, travel cancellations, or incidents occurring during or after the experience;
 - ii. Any loss, theft, or mishandling of travel documents or personal items;
 - iii. Any disputes between the redeemer and the third-party provider.

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- c. The redeemer is responsible for ensuring that all personal travel documentation including but limited to valid passports, visas, insurance is in order before departure.

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