



Terms & Conditions – Return Flight for 2 Persons to London for a Visit of 4 Consecutive Nights (“Gift”) – 25,000 Loyalty Points

1. Eligibility and Redeeming Process

- a. The Gift is available upon redeeming 25,000 (Twenty-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 a return flight ticket for 2 (Two) persons, with departure from SSR International Airport, Mauritius and return arrival to SSR International Airport, Mauritius, scheduled to allow for a stay of 4 (Four) consecutive nights at the destination country or any additional days subject to availability of return travel flight/s.
- 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 flight ticket is non-transferable, non-refundable, and cannot be exchanged for cash or any other form of compensation.
- g. It is the sole responsibility of the redeemer to:
 - i. Arrange accommodation at its own cost for the duration of stay in the destination country.
- h. Should the redeemer wish to change or reschedule the date of the flight, it shall be their sole responsibility to liaise directly with the travel agency and/or airline. 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 flight amendments.

- i. Any conditions or restrictions imposed by the travel agency, airline, or destination authorities shall apply and must be adhered to by the redeemer, including but not limited to visa requirements and/or travel regulations.
- j. Any additional expenses or options not expressly included in the Gift including, but not limited to, meals, 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.

2. Collection and Travel Guidelines

- 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 flight ticket is temporarily unavailable, the Company may either:
 - i. Inform the redeemer of the expected next availability date, 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 ticket unavailability or issues arising from the travel agency and/or airline.
- e. Travelers must possess valid passports in accordance with travel regulations for the intended itinerary.
- 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.



3. Disclaimer and Liability

- a. By accepting the Gift, the redeemer acknowledges and agrees that the Company:
 - i. Is not the travel agency and/or airline and does not operate or manage the booking process;
 - ii. Is not responsible for the traveller's experience, any travel disruption, or any dispute between the redeemer and travel agency and/or airline;
 - iii. bears no responsibility for any refusal of entry or deportation by immigration authorities.
- b. The Company shall not be held liable for:
 - i. Any cancellation, rescheduling, or refusal of service by the airline;
 - ii. Any dissatisfaction, loss, injury, or incident occurring during travel;
 - iii. Any failure by the redeemer to comply with airline or immigration rules, visa requirements, or conditions imposed by destination countries.
- c. The redeemer is solely responsible for ensuring that their travel documents including but not limited to passport, visa or insurance are valid and compliant with applicable legislations.

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