Terms & Conditions – Lunch Voucher for 2 Persons at The Lux Collective ("Gift") – 4,000 Loyalty Rewards

1. **Eligibility and Redeeming Process**
    a. The Gift is available upon redeeming 4,000 (Four Thousand) Loyalty Rewards 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 Lunch Voucher valued at Rs 7,500 (Rupees Seven Thousand Five Hundred) and is valid exclusively at Bisou Restaurant, Lux Grand Baie. The redeemer must contact The Lux Collective in advance to reserve a table.
    d. Once the Lunch Voucher is issued and accepted, the redeemer acknowledges receipt and agrees to hold the Company harmless from any liability, including but not limited to service dissatisfaction, unavailability of booking slots, or any incident occurring at the venue.
    e. The Lunch Voucher is non-transferable, non-refundable, and cannot be exchanged for cash or any other form of compensation.
    f. Any conditions or restrictions imposed by The Lux Collective shall apply and must be adhered to by the redeemer.

2. **Collection 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 Lunch Voucher 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 due to the Lunch Voucher unavailability or issues arising from the service provided by The Lux Collective.

3. Disclaimer and Liability

a. By accepting the Gift, the redeemer acknowledges and agrees that the Company:
   i. Is not the service provider of the Lunch Voucher experience;
   ii. Is not responsible for the booking process, customer experience, or any dispute arising between the redeemer and The Lux Collective.

b. The Company shall not be held liable for:
   i. Any cancellation, rescheduling, or refusal of service by The Lux Collective;
   ii. Any dissatisfaction, loss, injury, or incident arising during the use of the Lunch Voucher;
   iii. Any failure by the redeemer to comply with The Lux Collective's booking terms or dress code, or any other condition imposed.

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