

**CRAVE 2-
4-1
DINING**

- 1.1. Refund claims are processed by Crave and not the restaurant. Please refer all benefit queries to Crave.
- 1.2. The 241 Dining benefit entitles you as an active member to a refund on the second most expensive meal, provided:
you are dining with at least one other person; and
no less than 2 meals and 2 drinks are purchased per membership; and
you have not exceeded your visits for that month (where applicable); and
you are at least 18 years of age.
- 1.3. The refund will be calculated as the second most expensive meal on the bill, up to a maximum of R120.00 (one hundred and twenty Rand). Your claim will be verified with the restaurant to ensure validity.
- 1.4. Your claim will be processed within 72 working hours. Please note that claims received on a Saturday, Sunday or public holiday will incur an additional days processing time.
- 1.5. The 2 for 1 Dining benefit:
can only be redeemed at restaurants identified with a green "241 Dining" tag on our website. We shall be entitled, in our sole and absolute discretion, to amend the list of restaurants from time to time. We shall endeavour to promptly update our website as and when any changes are made. Whilst every effort will be made to ensure that all listed restaurants are trading, Crave will not be held liable in the event of any restaurant closures; and
is based on the restaurants standard prices; and
is not applicable with any special offers, promotions, discount vouchers or loyalty programs; and
cannot be used when purchasing takeaways; and
can only be used once per restaurant per day; and
does not apply to desserts, extras, toppings, sides e.g. build your burger, extras on pizza etc; and
applies to individual line items on the menu whereby only one discount applies; and
applies to courses that include drinks provided it is not a special.

- 1.6. A maximum of two memberships may be used per table, provided they are under different names. Each member must request their own authorisation code and claim separately. Your refund will be calculated as follows :
Membership 1: 2nd most expensive meal on the bill up to max R120 with a minimum of 2 drinks
Membership 2: 4th most expensive meal on the bill up to max R120 with a minimum of 4 drinks
- 1.7. You are required to request an authorisation code from **Accent on You** prior to dining using any of the following methods. Your authorisation is not a booking and is not a guarantee of a refund. If required, please make a booking reservation directly with the restaurant.
USSD - Dial *120*2582# & follow the prompts to enter your details & receive your authorisation code (USSD is charged at 20c/20s). If you are unsuccessful in authorising via USSD, please call us to authorise.
Call - Call 0861 222 368 and an agent will provide you with your authorisation code.
- 1.8. Refunds claims:
must be submitted within one calendar month of your restaurant visit; and
must be deposited into the bank account in the name of the member only; and
must include a complete and legible claim form; and
must include the original restaurant receipt clearly displaying the restaurant name, receipt number, date and time (card receipts not accepted); and
will not be processed if the details on your receipt (restaurant name, date) does not match your authorisation or if the time of payment is over 5 hours from your authorisation time. Should you wish to reschedule your restaurant booking, please request a new authorisation code. Backdated authorisations are not allowed.
- 1.9. Membership is non-transferable.
- 1.10. Crave accepts no responsibility for the quality of service and/or meals at any of our dining partners. Furthermore, Crave will not become involved in any non-Crave related disputes between members and restaurants.
- 1.11. Crave processes and terms and conditions may be amended from time-to-time.
- 1.12. Failure to adhere to, or any attempt to circumvent the Crave terms and conditions, will result in your membership being terminated.

2. MOVIES

- 2.1. Access to discounted movie tickets are purchased via the Accent on You website at the published rate at the time.
- 2.2. Accent on You Members receive a discount of up to 50% off the retail purchase price of movie tickets at participating Theatres.
- 2.3. Accent on You members are limited to purchasing 6 (six) movie codes per calendar month.
- 2.4. Once you buy your movie code access from the Accent on You website you will be sms'd the movie codes that can be redeemed at the theatre or online at the participating theatre's website.
- 2.5. The movie code cannot be redeemed for cash.
- 2.6. The movie code validity date will be stipulated on the sms with the movie code sent to the consumer.
- 2.7. Online payments are not refundable.
- 2.8. If your online booking requests cannot be confirmed then please contact Accent on You on 0861 222 368, for assistance.
- 2.9. A movie code does not guarantee you a seat for a specific movie. Movies are to be booked by the individual at the theatre of your choice, subject to availability.
- 2.10. This offer does not include 3D, 4D, Scene VIP, Scene Xtreme, 4DX movies or Prestige Cinemas are not included.
- 2.11. In order to purchase discounted movies, members require a Visa or Master credit card.
- 2.12. The following cinemas will no longer be accepting 2D or 3D movie codes: Hyde Park, Park View and Bedford Cinema.

3. WELLBEING

- 3.1. Members qualify for discounts on varying treatments through a range of wellbeing providers.
- 3.2. In order to reserve the treatments, the member is required to call 0861 222 368 48 hours (two working days) in advance to book for the required two treatments at one of our preferred suppliers for the same day.
- 3.3. In order to qualify for the wellbeing service, the following rules apply:
 - 3.3.1. Two of the same treatments cannot be booked for the same day.
 - 3.3.2. The second treatment cannot be booked for a future date.
 - 3.3.3. Members are required to book two different treatments for the same day at one of our preferred suppliers. Treatments exclude any hair treatments.

- 3.3.4. Bookings need to occur 48 hours (two working days) prior to the booking time and date. For weekend bookings, bookings need to be made before 12h00 on the Wednesday prior to the weekend booking date.
- 3.3.5. All treatments are for the main member only and proof of identification needs to be presented at the wellbeing provider before the treatments can be administered. Under no circumstances will the benefit be allowed to be used by any other non-member.
- 3.3.6. Bookings will only be processed once proof of payment is received and once the money reflects in the Accent on You bank account and dependent on availability at the wellness provider.
- 3.4. The member will pay Accent on You for the first treatment and receive the cheaper treatment up to a maximum value of R400 off.
- 3.5. If payment has been made to Accent on You by a member and if the treatments are not available due to availability, Accent on You will refund the member the full amount paid by the member or the member can change the booking to an alternate date.
- 3.6. The wellbeing service is available through the call centre or by submitting a booking query online and not directly through the supplier.
- 3.7. The wellbeing service will be provided on a first come, first serve basis.
- 3.8. Transactions will only be facilitated through venues that allow for pre-bookings.
- 3.9. Accent on You reserves the right to choose the participating venues and treatments in the programme at its sole discretions and at any given time.
- 3.10. If a member is an employee or owner of any of the venues, he or she will not be allowed to use the wellness benefit at the venue they own or employed at.
- 3.11. If cancellation of an appointment is done within 24 hours of the treatments, the member will be liable for the cost of both treatments.
- 3.12. All bookings are subject to the terms and conditions of each wellbeing provider.
- 3.13. Accent on You is affiliated with Health Spas. These are our preferred partners for the Wellness benefit and all bookings are processed through Health Spas.
- 3.14. Limited Mangwanani Spas available as per Health Spa listing.
- 3.15. Exceptions will be made on the wellbeing provider dependent on location with suppliers that have a valid VAT Number and provide a tax invoice.

- 3.16. The wellbeing service is limited to 2 (two) wellbeing bookings per member per month for Health Spas.
- 3.17. Memberships must be validated by Accent on You and only members will be allowed to utilise the benefit.
- 3.18. Accent on You reserves the right to discontinue offering the wellness benefit to any member if Accent on You deems there to be abuse of the benefit.
- 3.19. Re-imburements will be done within 5 to 7 working days of submission if approved by Accent on You.
- 3.20. During Peak seasons, members will be required to pay the supplier for both treatments and claim the price of the free treatment from Accent on You provided the standard procedure is followed with the logging of the request. Re-imburements will be done on the dates advised.

4. EXPERIENCES

- 4.1. Members qualify for discounts on a variety of activities through a range of listed activities.
- 4.2. In order to reserve a Discount Activity booking, the member is required to call 0861 222 368 to book in advance for the required activities bookings.
- 4.3. In order to qualify for the activity service, the following rules apply:
 - 4.3.1. Two of the same activities must be booked for the same day.
 - 4.3.2. The second activity cannot be booked for a future date.
 - 4.3.3. Members are required to choose an activity from our listed activities.
- 4.4. The member will pay the provider for the first Activity and receive the second Activity up to a maximum value of R400 free of charge.
- 4.5. Discount Activity bookings need to occur 48 hours prior to the booking time and date. If cancellation of a booking is done within 24 hours, the member will be liable for the cost of both entrance fees.
- 4.6. Discount Activities are only available through Accent on You via the 0861 222 368 call centre and not directly through the supplier.
- 4.7. Discount Activities are limited to 2 Discounted Activity bookings per Accent on You member per month.
- 4.8. All discount activities are for the main member only and proof of identification needs to be presented at the provider before the activity booking can be utilised. Under no circumstances will the benefit be allowed to be used by any non-member.
- 4.9. All reimbursements must be submitted within 10 working days from date of activity.

- 4.10. Accent on You reserves the right to choose the participating venues in the programme at its sole discretions at any given time.
- 4.11. If a member is an employee or owner of any of the venues, he or she will not be allowed to use the activity benefit at the venue they own or employed at.
- 4.12. All bookings are subject to availability at each venue and cannot be guaranteed.
- 4.13. All receipts or tax invoices must have a valid VAT Number with a unique invoice number. If payments for both entrance fees are paid directly to the supplier, member will be required to claim one of the entrance fees up to a maximum value of R400 from Accent on You provided a request for an activity is logged with the Accent on You call centre.
- 4.14. Memberships must be validated by Accent on You and only members with a paid-up membership will be allowed to utilise the benefit.
- 4.15. Accent on You reserves the right to discontinue offering the activity benefit to any member if Accent on You deems there to be abuse of the benefit.
- 4.16. Re-imburements will be done within 5 to 7 working days of submission if approved by Accent on You.
- 4.17. All supporting documentation with the correct information must be submitted in order for a re-imburement of an activity **to take place**.
- 4.18. Documentation must have the correct date and time on receipts as initial details on the logged request for the activity benefit.
- 4.19. Each receipt must be used for 1 unique request of a re-imburement and cannot be used for another members re-imburement.
- 4.20. Events/ticket bookings on Computicket cannot be classified or submitted for an activity benefit.
- 4.21. During peak seasons, members will be required to pay the supplier for both treatments and claim the price of the free treatment from Accent on You provided the standard procedure is followed with the logging of the request. Re-imburements will be done on the dates advised.