

WELCOME TO



### **HOW DO I USE MY CARD?**

Your unique membership number is on the front of your new card. You will be required to quote this number when accessing any of your benefits over the phone.

#### **What numbers do I call?**


ENQUIRIES – 0861 086 111 (08h30 – 16h00)

For any enquiries or problems you might have while using your card.

BENEFITS – 0861 666 765 (Available 24hrs a day!)

This number is for the following benefits:


- SALON/HOME Assistance
- DOCTORS Assistance
- LEGAL Assistance
- EMERGENCY MEDICAL Assistance
- A/H TUTOR Assistance
- PANIC Assistance – 0861 000 323 (Save number to your speed dial)

 HOLIDAY RESERVATIONS – 0861 086 111 (08h30 – 16h00)

This number is for making a booking for your accommodation. We strongly urge that you book at least 6 weeks in advance to avoid disappointment. With such low prices for accommodation, it's our most used Benefit by our members.

You can also find real time accommodation and prices on [www.honeystays.co.za](http://www.honeystays.co.za).

You can choose your establishment, contact them directly and tell them you are member of Honey Stays and you will receive the discount for your accommodation directly from the establishment. Please take your membership card with to verify membership. (On the back of the card is their logo – Bird).

 DISCOUNTS – 011 232 9323 (08h00 – 16h30 Mon-Fri / Sat. 08h00-15h00)

This is the number you will call to redeem any of the discounts we have on offer for our members. To view all our partners and discount benefits please visit our website,

[www.cosmoproplat.co.za](http://www.cosmoproplat.co.za). To print Virtual Vouchers from our website 'CLICK' on

Discounts, which will take you to the Members Login on the Service Provider, EXEC-U-CARD's website. There you will also have access to the Online Mall with great products & discounts.



# HONEYSTAYS DISCOUNT ACCOMMODATION PROGRAM

## Introduction and overview

The program is simple; subscribers receive a guaranteed minimum of 15% discount to over 1000 HoneyStays Accredited Destinations throughout Southern Africa. This discount applies to their entire family or group\* and it is important to note that it is applicable for 365 days a year with no conditions attached. On receipt of their activation fee and first debit they are issued with a membership card, which, on presentation qualifies them for the discount. The portfolio of destinations is made accessible to members online via [www.honeystays.co.za](http://www.honeystays.co.za), which is administered and managed by association with [Wheretostay.co.za](http://Wheretostay.co.za). Members deal directly with HoneyStays's Accredited Destinations to make an enquiry or booking. Further to this primary benefit, members are afforded the exclusivity of the program's Half-Price-Stays. These are unbelievably discounted offers of 50% at participating destinations. These can also be accessed via [www.honeystays.co.za](http://www.honeystays.co.za).

## HoneyStays Accredited Destinations

HoneyStays Accredited Destinations portfolio covers the Southern Africa region including countries such as Mozambique, Zimbabwe, Zambia, Namibia, Swaziland and Lesotho as well as all provinces with South Africa.

The range of accommodation extends from floating accommodation (river boats) to luxury bush lodges and includes self catering and full service type accommodation in resorts, hotels, Guest Houses B&B's, apartments etc, essentially catering for every traveler's needs whether it be for business or personal travel.

One of the biggest advantages of being a HoneyStays member is that you deal directly with the property you are interested in staying at. There is no third party engagement giving our members complete peace of mind as HoneyStays has already done all

the negotiating for them and ensured each Accredited Destination meets industry required standards and service levels. Further to the above, HoneyStays has a support desk staff on hand to deal with any problems a member may encounter when making an enquiry.

## HoneyStays Subscriber Terms and Conditions

### 1. Definition and Interpretation

- 1.1 Accommodation: accommodation listed on the website and/or the programme site which offers benefits in terms of the programme;
- 1.2 application form: the form completed by the subscriber, online through the programme site in order to subscribe to the programme;
- 1.3 benefit: a benefit or discount offered by a product provider to a subscriber;
- 1.4 business day: A day other than a Saturday, Sunday or Public Holiday.
- 1.5 Gotland: Grand Gotland Investments 278 (Proprietary) Limited, registration number 2008/019440/07.
- 1.6 domicilium: Domicilium citandi et executandi. The parties choose domicilium as follows:-
  - 1.6.1 Gotland: 3 Amberley, 6 Milbank Road, Assagay, 3610;
  - 1.6.2 the subscriber: the email and/or facsimile number set out in the application form;
- 1.7 effective date: the date upon which the subscriber subscribes to the programme by successfully completing the application form or, in the case of a linked subscriber, the date upon which that linked subscriber is entitled to benefits from the linked programme provider;
- 1.8 family: the immediate family of the subscriber, limited to the subscriber's spouse and natural or adopted children;
- 1.9 linked programme provider: a provider of a loyalty, benefit or similar programme which offers benefits to its members, which include the programme.
- 1.10 linked subscribers: persons who subscribe to the programme indirectly, through a linked programme provider, and not as envisaged in 3 and 4.
- 1.11 the programme site: the website hosted by Gotland and dedicated to the programme, currently [www.honeystays.co.za](http://www.honeystays.co.za);
- 1.12 paragraph: any reference to a paragraph of this agreement will be by its number;
- 1.13 the programme: the HoneyStays programme, previously known as the HoneyGuide programme and the HoneyCard programme, a benefit programme in terms of which subscribers pay a fee in return for benefits and which is owned and operated by Gotland;
- 1.14 product provider: the provider of a product or service, including, but not limited to, a property owner, which offers benefits to subscribers;
- 1.15 property owner: the owner of accommodation or his duly authorized representative;
- 1.16 subscriber: a person who subscribes to the programme, including a linked subscriber, subject to 9.1.
- 1.17 subscriber card: a card, membership certificate and/or electronic certificate, issued by Gotland to the subscriber upon a valid subscription;
- 1.18 the website: [www.wheretostay.co.za](http://www.wheretostay.co.za), which is operated and hosted by WTS or any other website to be operated and hosted by WTS for the same or similar purpose and which lists the accommodation;
- 1.19 WTS: Clockwork Orange Advertising CC, registration number 1998/018625/23, and WTS- Garden Route CC, registration number, 2004/057363/23, jointly and severally.
2. Introduction
  - 2.1 Gotland has established and operates The HoneyStays Programme, previously known as and incorporating The HoneyGuide Programme and The HoneyCard Programme, which offers subscribers certain benefits.
  - 2.2 The subscriber has subscribed to the programme on the terms and conditions which follow.

3. Subscription and Cooling Off
- 3.1 The subscriber hereby subscribes to the programme and Gotland hereby accepts that subscription.
- 3.2 The subscriber acknowledges that the completion of the application form constitutes a binding application for subscription to the programme, and warrants that the information contained in the application form is true and correct.
- 3.3 Subject to 4.2.2 and 4.2.3, the subscription shall commence on the effective date and shall endure for a minimum period of 12 (twelve) months, after which the subscription shall continue on a monthly basis, terminable by either party on 20 (twenty) business days' written notice. In the event that the Subscriber terminates its subscription within the initial 12 month period, the Subscriber shall remain liable to Gotland for the balance of the subscription fees for the initial 12 month period.
- 3.4 Gotland shall issue the subscriber with a subscriber card as proof of subscription to the programme. The subscriber card shall remain the property of Gotland and may only be used by the subscriber personally. A product provider shall have the capacity and right to check whether or not the subscriber's subscription has expired and, if so, may refuse to offer the subscriber the benefit.
- 3.5 By signing the application form, the subscriber acknowledges that it has read and understood and is bound by these terms and conditions.
- 3.6 Notwithstanding the provisions of 3.1 to 3.5, the Subscriber shall be entitled to cancel this agreement, without penalty or liability, by written notice to Gotland within 5 (five) business days of signature of the application form.
4. Subscription Fee
- 4.1 The subscriber shall pay a once-off administration fee upon subscribing to the programme, as prescribed by Gotland. In the event that a subscriber's subscription lapses or is cancelled for whatsoever reason, a further administration fee shall be payable in the event that the subscriber wishes to restore that subscription.
- 4.2 The subscriber shall have the election to pay the subscription fee:-
- 4.2.1 monthly, as determined by Gotland from time to time, which fee shall be published on the programme site;
- 4.2.2 in advance for a period of 12 (twelve) months, on such terms and conditions as Gotland may determine;
- 4.2.3 in advance for a period of 24 (twenty-four) months, on such terms and conditions as Gotland may determine.
- 4.3 In respect of payments under 4.2.1:-
- 4.3.1 payment shall be effected by the subscriber on monthly, by way of debit order as set out in the application form, or such other method of payment as may be acceptable to Gotland. Payment by debit order shall be effected on the date of the debit order run closest to the date specified by the subscriber;
- 4.3.2 the subscription fee shall be fixed for a period of 12 (twelve) months, after which Gotland reserves the right to increase the subscription fee in its sole discretion.
- 4.4 In the case of payments under 4.2.2 or 4.2.3, such payments may be effected by direct electronic transfer or by credit card.
- 4.5 The subscriber hereby authorizes Gotland to apply any method of subscription collection with the subscriber's bank and that tracking, in terms of Non-Authenticated Early Debit Order System, may be implemented in the event of a subscriber defaulting for more than 2 (two) months.
5. Subscription Benefits
- 5.1 In consideration for the subscription fee, but subject to the subscriber complying with the provisions of 6:-
- 5.1.1 the subscriber shall be entitled to the benefits offered by the product providers;
- 5.1.2 in respect of accommodation, the subscriber shall be entitled to benefit in respect of an unlimited number of bookings in the subscriber's name.
- 5.2 The benefits and product providers will be publicized on the programme site and/or the website from time to time. Gotland reserves the right to amend or vary or attach conditions to the benefits, in its sole discretion.
- 5.3 The onus shall be on the subscriber to ensure that a product provider is, at the time of the subscriber wishing to procure a benefit, a participant in the programme.
6. Requirements to Procure Subscription Benefits
- In order to qualify for a benefit from a product provider, the subscriber shall:
- 6.1 present a valid subscriber card to the product provider at the time of applying for a benefit, provided that:
- 6.1.1 the subscriber or his family are physically present on presentation of the subscriber card; and
- 6.1.2 the subscriber himself or his family provide the product provider suitable identification;
- 6.2 in the case of booking accommodation through a property owner:
- 6.2.1 be required to occupy the accommodation for the full duration of the booking;
- 6.2.2 be required to book the accommodation directly with the property owner.
7. Non-transferable
- 7.1 The subscriber may not cede, assign or in any way transfer his right, title and interest in and to his subscription or any benefits to another person.
- 7.2 The subscriber card is not transferable, remains the property of Gotland, and may not be redeemed for cash.
8. Lost Cards
- 8.1 In the event that the subscriber loses or destroys a subscriber card, the card may be replaced at the sole discretion of Gotland, and upon such charge as Gotland may levy.
- 8.2 The onus is on the subscriber to notify Gotland in the event of the loss or destruction of a subscriber card.
- 8.3 The subscriber shall have no claim against Gotland in the event of any delay or refusal to restore a subscriber card to a subscriber.
9. Linked Subscribers
- 9.1 Save for 3 and 4, the provisions of this agreement shall apply to linked subscribers.
- 9.2 The subscription fee for a linked subscriber shall be paid to Gotland by the linked programme provider.
- 9.3 In the event of the linked programme provider not paying the subscription fee, or conducting itself in a manner which would constitute a breach of this agreement by the linked subscriber, Gotland shall be entitled to act in terms of 11.
- 9.4 Gotland shall be entitled to rely on information regarding a linked subscriber as furnished by the linked programme provider, which it warrants is true and correct.
- 9.5 A linked subscriber shall be deemed to have read and understood these terms and conditions by virtue of that linked subscriber's membership of the linked programme provider.
10. Limitation of Liability
- 10.1 Gotland, WTS and a product provider shall not be liable to any subscriber for loss or damage suffered by any subscriber or any family or guest of a subscriber:
- 10.1.1 directly or indirectly as a result of subscription to the programme;
- 10.1.2 in the event of termination or suspension of the programme;
- 10.1.3 in the event of an inability to provide the benefits, due to circumstances beyond their control;
- 10.1.4 in the event of any delays in the provision of benefits.
- 10.2 Gotland and WTS give no warranties or representations in respect of the quality, nature or availability of the products, services or accommodation provided by the product providers, the onus being on the subscriber to ascertain his own needs and requirements in respect of the benefits offered by the programme.
11. Breach
- Gotland may terminate a subscription in the event that:
- 11.1 the subscriber fails to pay the subscription fee timeously;
- 11.2 the subscriber breaches these terms and conditions and fails to remedy such breach within 7 (seven) days of notice by Gotland to do so.
12. General
- 12.1 Any indulgence granted by Gotland to any subscriber shall not constitute a waiver of its rights against the subscriber, and Gotland shall not thereby be precluded from exercising its rights against any subscriber concerned, whether having arisen in the past or arising in the future.
- 12.2 In the event that Gotland wishes to amend these terms and conditions in any way, it shall furnish the Subscriber, no later than 40 (forty) business days prior to effecting the amendment, notice of its intention to amend and the details of such amendment. Should a Subscriber object to the amendment, then it shall be entitled to exercise its rights under 3.3. In the event that notice by Gotland aforesaid is within the initial 12 month period envisaged in 3.3, then the Subscriber shall have the right to cancel, without liability or penalty.
- 12.3 The subscriber consents to the information provided in the application form or furnished by a linked programme provider, as the case may be, being made available to a product provider for verification purposes, and further hereby authorizes Gotland and/or WTS and/or the product provider to communicate with the subscriber by short message service (sms), e-mail or post for the purposes of marketing its products or services.

## TERMS AND CONDITIONS FOR PROFESSIONAL BEAUTY REWARDS

1. There is a once-off activation fee for Professional Beauty Rewards membership of R199.00 (one hundred and ninety nine rand). All Monthly debits thereafter for Professional Beauty Rewards membership are R129.00 (one hundred & twenty nine rand) per month. The initial R199.00 includes the first monthly subscription fee.
2. The Company reserves the right to terminate the member's Professional Beauty Rewards membership should the member default on their monthly Professional Beauty Rewards membership subscription. In the event of termination of the member's Professional Beauty Rewards membership or any debit failures, the member will forfeit all rights to their Professional Beauty Rewards benefits from the date the debit proved to be unsuccessful or upon nonpayment of the monthly subscription.
3. The Company may at its sole discretion deem a member's Professional Beauty Rewards membership to have lapsed upon the nonpayment of their monthly subscription fee and may reactivate or terminate membership unless notified to the contrary in writing by the member.
4. The services of the Professional Beauty Rewards strategic partners will only be available to the member, the member's partner and the member's dependants as specified in the Professional Beauty Rewards membership terms and conditions contained herein.
5. Only one Professional Beauty Rewards membership may be active for any one person or immediate family member at any given time.
6. The member's Professional Beauty Rewards membership number must always be quoted when dealing with any of the Professional Beauty Rewards strategic partners.
7. Rates, conditions and strategic partners may change without notice. The Company and its employees cannot be held liable for any changes that may occur in this regard.
8. The most current information pertaining to Professional Beauty Rewards will be updated and available on the Professional Beauty Rewards website at [www.probeautyrewards.co.za](http://www.probeautyrewards.co.za).
9. The specific products and services provided by Professional Beauty Rewards strategic partners themselves may change. The Company and associated companies cannot be held liable for any changes that may occur.
10. This agreement may be terminated anytime by notifying Professional Beauty Rewards in writing and giving Professional Beauty Rewards 30 days notice on the fax number 031-5846631 or email to [admin@probeautyrewards.co.za](mailto:admin@probeautyrewards.co.za).
11. The member hereby authorizes the Company to collect the agreed amount (or amended amount as may be agreed in the future) from the nominated bank account of the member.
12. The member hereby authorizes the Company to debit the member's bank account on the prescribed day as deemed suitable by the Company.
13. The member hereby acknowledges that the monthly debit for their subscription will reflect as Netcash Execucard on their bank statement.