

TERMS & CONDITIONS!

1) HOW IT WORKS:

- Everyone loves Spur Steak Ranches and as a token of gratitude for your loyal support, we will reward you with 5% of the total of your bill (excluding VAT and waitron tip).
- This will be electronically credited to your card within 72 (Seventy-Two) hours.
- The points balance on your card will increase by the value of your bill (excluding VAT & waitron tip) each time you swipe.
- Once your balance reaches 1 000 (One Thousand) points, it will be converted to a K50 voucher.
- On accumulating a spend of K1000 (excluding VAT and waitron tip), Spur will automatically load a K50 voucher to your Spur Loyalty Card.
- You will be notified via email/SMS that the voucher has been loaded to your Spur Loyalty Card.
- As a member, you will be notified about our awesome promotions and any other exclusive opportunities.

2) TO RECEIVE YOUR LOYALTY CARD:

- Ask your waitron for a card.
- Hand your filled out form to your waitron to register your details on our POS system.
- Information provided to Spur remains confidential and will not be made available to any third party not associated with the management of this programme.
- You can thereafter start accumulating points immediately.

3) EARNING YOUR POINTS:

- Place your Spur Loyalty Card into the bill folder when paying your bill.
- Your waitron will swipe your card through the till.
- You will receive the value of the bill total (excluding VAT and waitron tip) in points, loaded to your card within 72 (Seventy Two) hours.
- You can earn points at any Spur in Zambia.

4) REDEEMING YOUR K50 VOUCHER:

- On accumulating 1 000 (One Thousand) points, it will be converted into a K50 voucher which will be loaded onto your account.
- You will receive an email / SMS from Spur informing you that the voucher has been loaded.
- You can redeem your K50 voucher immediately once it has been loaded.
- Your voucher will be valid for redemption for 3 (Three) years from the date of loading, where after it immediately expires.
- When paying your bill, hand your card to your waitron and indicate you'd like your K50 voucher to be used as part payment against your bill (**i.e. your total bill excluding tip must be more than K50**).
- You can only redeem a voucher in full, not in part as the voucher does not issue change in the form of cash (i.e. if your bill including VAT and excluding waitron tip is K90 and you have two K50 vouchers, you will only be able to redeem one voucher against this bill – **you are not able to use the remaining K10 as a tip to the waitron**).
- To update your details or get a statement of your card's transactions, please ask in-store at the cash desk.
- You can redeem vouchers at any Spur in Zambia.

CONDITIONS

- Steak Ranches International BV ("hereinafter referred to as Spur") reserves the right to terminate or suspend the programme with 3 (Three) months' notice, which notice will be recorded on our website and such notice period will apply from date of such publication.
- Spur further reserves the right to change, without prior notice, any

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of the terms and conditions (including benefits) of this programme. Any such change will be recorded on our website and will apply from date of such publication. The provisions hereof shall be deemed to be binding on the member.

- We reserve the right to suspend or terminate a membership without notice.
- K50 vouchers may only be redeemed by the registered holder of the card.
- Reward values cannot be exchanged for cash or used to tip the waitron.
- This card or membership is not transferable.
- Use of this card is subject to our terms and conditions.
- All vouchers not used within three years of acquiring them, will expire.
- A fee of K30 will be charged to replace a lost card.
- No persons who are employees of a Spur franchised restaurant may apply for membership of this programme, including owners and operators.
- Cards can only be issued to natural persons (i.e. not companies or clubs).
- Any dispute in relation to any aspect of the programme will be determined by any director of Spur BV, or his nominee, whose decision will be final and binding and no correspondence will be entered into.
- Members may not cede any rights or benefits obtained by virtue of their participation in the programme.
- Members shall have no claims whatsoever against Spur (or any of its franchisees) for any damages incurred as a result of their participation in the programme.
- Members can only have 1 (One) Loyalty Card at any given time.

ENTIRE AGREEMENT

These terms and conditions reflect the entire agreement between the member and Spur and its franchisees in relation to the programme and Spur shall not be bound by any undertakings, representations, warranties, promises, terms or conditions or the like not recorded herein. No variation of any of the terms and conditions shall be of any force or effect unless reduced to writing and agreed to by Spur. Any leniency, extension of time or any other indulgence or concession which may be shown or granted to a member by Spur shall not prejudice Spur's rights in any way, nor shall the same constitute a novation of these terms and conditions or a waiver of any of Spur's rights.