



# Regenesys

## Loyalty Programme for Individuals

### Terms and Conditions

#### REGISTERING ON THE REGESYS LOYALTY PROGRAMME ('Programme')

- Registration to become a Regenesys Loyalty Member ('Member') is free.
- There are no annual subscription fees.
- Any individual may join the Programme by registering online on [www.regenesys.co.za/RLP](http://www.regenesys.co.za/RLP), emailing [RLP@regenesys.co.za](mailto:RLP@regenesys.co.za) or calling (011) 669 5000.
- Full details will be required to register on the programme and Regenesys may request further information if needed.
- Members are responsible to advise Regenesys if information provided is inaccurate or has changed.
- Organisations may not join the Regenesys Loyalty Programme. They have the option to join the Corporate Loyalty Programme. Log onto [www.regenesys.co.za/CRLP](http://www.regenesys.co.za/CRLP) for more information.

#### EARNING YOUR REWARD

- Rewards are paid on fully paid invoices for completed transactions provided by the Member.
- Members will receive 5% of the total sales value (excl. VAT).
- Members will receive a Loyalty card unique Membership number which must be utilised for all transactions.
- Rewards may not be sold, exchanged, transferred or bartered other than for the purposes intended.
- Rewards may only be allocated to the nominated Member.
- Rewards will be within 30 days upon full payment of invoices.
- Rewards will be forfeited for invoices not paid within 90 days.
- Cash rewards will be subject to taxation laws as prescribed by the South African Receiver of Revenue Services.
- Rewards will be paid in South African Rands and based on the exchange rate at the time of the application or contract signature for programmes concluded outside of South Africa.
- For referrals and transactions within your organisation, Loyalty Points will be awarded which can be redeemed for an education programme for yourself, family or nominated 3rd party.

#### REDEEMING REGESYS POINTS

- Points are exchanged for attendance of any education programme offered by Regenesys.
- 1 Point is equivalent to R1.
- Points are not refundable once redeemed for a programme.
- Redemption of points may be topped up with cash in the event of a shortfall.
- Points do not expire.
- Redemption of points for programmes held at the Regenesys campus includes venue and catering only.
- Points may not be redeemed for venue, travel, accommodation or car hire costs for learners and Regenesys facilitators for services held off the Regenesys Campus.

#### CONDITIONS

- Regenesys will assist a Member if a mistake is made when given an instruction, but Regenesys will also not be liable due to the input of incorrect information.
- Regenesys will be entitled, but not obliged, to request confirmation or verification of transactions from the Member.
- Regenesys reserves the right to offer special deals on various programmes.
- Any provided transaction for a product or service does not constitute a guarantee that the transaction will be accepted.
- Members may not any form of cash reward for conducting transactions within their own organisation. Those transactions will be allocated Loyalty points and placed into an account held by Regenesys.
- Any complaints or queries may be directed to the Regenesys Member Programme or via the Website.

#### DISCOUNTS

The maximum training programme discounts allowed (approval must be obtained from Regenesys):

- 10% - Projects > R75,000 and 15 delegates.
- 15% - Projects > R100 000 and 20 delegates.

Each above advised discounts will not affect the reward %

Should discounts be granted, with approval by Regenesys, in excess of the above recommendation, 50% of the Reward will be awarded.

#### DORMANT ACCOUNTS

- If no activity exists for a period of 12 months, the account will be considered dormant and closed.
- Any Rewards due will be forfeited.
- The registration rules will apply for re-joining the programme.

#### PRIVACY POLICY

- Regenesys respects customer privacy and the privacy of those accessing our website.
- Regenesys undertakes to protect the confidentiality of our customers and Members including all personal information.
- Regenesys undertakes not to sell or share your personal information to third parties for commercial or marketing purposes but may use it for internal communication.

#### INDEMNITY

- The Member indemnifies Regenesys, its subsidiaries, affiliates, employees and other partners from any claim or demand, including lawyers' fees made by any third party due to the Members' use of the Programme.

#### CANCELLATION AND MODIFICATION

- Regenesys reserves the right to modify, from time to time, the service, with or without notice.
- Regenesys shall not be liable to the Member for any modification to or discontinuance of the service.
- Regenesys, in its sole discretion, may terminate an account, password or use of the service, for any reason or if Regenesys believes that the Member has violated or has acted inconsistently with the spirit of the Terms of Condition.

#### LINKS TO THIRD PARTY WEBSITES

- For the Members convenience, the website may contain links to the websites of 3rd parties.
- By making the hyperlinks available, Regenesys does not necessarily endorse the service terms, partner websites, partner content, products, services or owners.
- Regenesys is not liable for any loss or damage suffered, whether directly or indirectly, as a result of the use of partner websites.

#### DISCLAIMER OF WARRANTIES

- Regenesys makes no warranties of any kind, whether express or implied, in respect of the Programme, including as regards the performance, quality, security, content, legality, information, availability, accuracy, safety or reliability of the Website or Partner websites.
- The Member understands and agrees that:
  - a. The use of the service is at their sole risk. The service is provided on an "as is" and "as available" basis;
  - b. Regenesys makes no warranty that the service will be uninterrupted, error-free, timely, secure, and will meet his/her requirements or expectations;
  - c. Any material downloaded or obtained in any way through the service is done at their own discretion.
  - d. The Member is solely responsible for any damage to one's computer system or loss of data that results from such download;

#### TRADEMARKS & COPYRIGHT

- Regenesys' banners and the like are trademarks of Regenesys. A Member may not display or use these in any manner.
- Regenesys respects the intellectual property of others. Regenesys expects the Member to do the same.