

BOBTAIL MEDI-CARE COMPETITION

(THE "COMPETITION")

TERMS AND CONDITIONS

The promoter is RCL Group Services (Pty) Ltd ("the Promoter").

Any persons entering or participating in this Competition ("Participant") accept and agree that by entering this Competition they have had an opportunity to read and consider these Terms and Conditions and that they are bound by these Terms and Conditions.

1. What is the Prize

- 1.1. Participants stand a chance of winning R2,500 (two thousand five hundred rand) in cash ("Prize").
- 1.2. The Prize is not transferrable and may not be exchanged for any other items. The Promoter reserves the right to substitute the Prize/s with any other prize of comparable commercial value.

2. Who can Participate

- 2.1. Only South African citizens or those permanently residing in the Republic of South Africa, aged 18 years and older, may enter this Competition.
- 2.2. No director, member, partner, employee or agent of, or consultant to the Promoter, any person who directly or indirectly controls or is controlled by the Promoter or any supplier of goods or services in connection with the Promotion, or the spouses, life partners, business partners or immediate family members of any of the aforesaid persons, may enter this Competition.

3. How to Participate

- 3.1. To enter this Competition, Participants must:
 - 3.1.1. buy any Bobtail dog food promotional pack; and
 - 3.1.2. register as a Bobtail Medi-Care member via the following link: <https://bobtail.co.za/medi-care/> and activate your dog's free Medi-Care benefits.
- 3.2. Upon entering, Participants will be asked to:
 - 3.2.1. enter their contact details; and
 - 3.2.2. select the "use a bag code" option and enter their 8-digit code on their dog food bag, eg. 6UFHG689 on www.bobtail.co.za; OR
 - 3.2.3. upload an image of the proof of purchase (till slip) on www.bobtail.co.za
- 3.3. Multiple entries are not permitted.
- 3.4. Entries which are unclear, illegible or contain errors will be declared invalid.
- 3.5. **The Promoter shall not be responsible for any lost, damaged or delayed entries for any reason whatsoever, and proof of sending will not be accepted as proof of receipt by the Promoter. The Promoter is not liable for any technical failures affecting the participation and/or Prize redemption process of this Competition.**
- 3.6. In the event that entry into this Competition is contingent on the Participant entering any website or social media page or application, the Participant hereby acknowledges that any

and all costs associated with the required internet connection will not constitute a cost of entering into this Competition and shall be borne solely by the Participant.

4. Personal Information

- 4.1. By entering this Competition the Participant consents to the collection, use, storage, disclosure, processing and further processing of his/her personal information (the Participant's name, ID number, identity document, cellphone number, address, personal preferences and other personal information the Participant provides when entering and participating in this Competition) by the Promoter.
- 4.2. The purposes for processing personal information is to: (i) conduct this Competition; (ii) facilitate the Participant's participation in the Competition; (iii) communicate with the Participant and send direct marketing communication on Bobtail and similar products via SMS and email (iv) for market and product research.
- 4.3. Should the Participant object to the processing of his/her personal information and/or receipt of direct marketing, the Participant should send an email to support@bobtail.co.za.
- 4.4. **By posting any content, images, or comments on any of the Promoter's public and/or social media platforms, a Participant consents to and gives the Promoter a world-wide royalty free licence to reproduce, modify, adapt and publish such content, images or comments for the purposes of promoting the Promoter's products and/or services.**

5. Indemnity

- 5.1. **By entering the Competition, the Participant unconditionally and irrevocably indemnifies and holds harmless the Promoter, as well as its holding company, its subsidiaries and any subsidiaries of its holding company, and their successors and assigns, directors, employees, agents or consultants against all and any losses, claims, proceeding, actions, damages, (direct, consequential or otherwise) liability, demands, expenses, legal costs (on an attorney and own client basis) howsoever arising out of, based upon, or in connection with (directly or indirectly) the Participant's participation in the Competition and the Prize/s.**

6. Duration

- 6.1. This Competition runs from 1 March 2024 and closes at 11h59pm on 31 March 2024 ("Closing Date"). Any entries received after the Closing Date will not be considered.
- 6.2. The Promoter reserves the right to reasonably extend, shorten, suspend the time period of the Competition or terminate the Competition for technical, commercial, and/or operational reasons, or for reasons beyond its control. **The Competition, Prize and Terms and Conditions may be reasonably amended by the Promoter, at any time during the Competition. In such event, all Participants waive any rights that they may have/purport to have in terms of this Competition, and acknowledge that they shall have no recourse against the Promoter whatsoever.**

7. Results

- 7.1. The provisional winner(s) will be selected by a random draw and announced by 15 April 2024.
- 7.2. The Participant(s) selected as the provisional winner(s) of the Prize(s) will be notified via email and/or telephone within 7 (seven) days of the date on which the provisional winner(s) is determined. In the event that the provisional winner(s) cannot be successfully contacted, or fails to respond to the Promoter within this time, the Promoter reserves the right to select another Participant in substitution. The names of the winners will be published on the Bobtail social media pages.

- 7.3. When notifying the winner(s), information will be relayed to the winner(s) on delivery details of the Prize(s). The Promoter shall bear the costs of national delivery of the Prize(s) only. Any additional costs related to international delivery shall be borne by the winner.
- 7.4. The Promoter will require the provisional winner(s) to:
- 7.4.1. provide their name, identity number and a copy of their identity document to enable the Promoter to verify the entry;
 - 7.4.2. sign an acknowledgment of receipt of the Prize, and indemnity; and
 - 7.4.3. where the entry includes the submission of any work eligible for copyright in terms of the Copyright Act No. 98 of 1978, as amended conclude an agreement of assignment whereby any rights which the winner may have in respect of such works are transferred to the Promoter.
- 7.5. Should the provisional winner(s) refuse to comply with the rules set out in clause 7.4 for any reason then the provisional winner(s) shall be deemed to have rejected the Prize, and it shall revert to the Promoter.
- 7.6. Any winner may be requested to attend the draw and announcement of the winner, to take part in the Promoter's publicity campaigns or to allow their names and likenesses to be used by the Promoter for promotional purposes. The winner is, however, entitled to decline such request.
- 7.7. Where a winner consents to take part in the Promoter's publicity campaigns, they will not be entitled to any remuneration for such participation and all materials arising from such participation will be the sole property of the Promoter.

8. Disputes

- 8.1. Should any dispute arise in relation to these Terms and Conditions, the Promoter's decision will be final, and no correspondence shall be entered into.
- 8.2. Any Competition related queries may be directed to support@bobtail.co.za from Monday to Friday, 8:30am to 5:00pm.