

# ALL YOUR PRODUCT BENEFITS UNPACKED.



Unlimit Your Life.

## THE UNLIMITED

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## THE UNLIMITED MEMBERSHIP

### GENERAL TERMS AND CONDITIONS FOR YOUR MEMBERSHIP

**PLEASE NOTE:** This constitutes the agreement between you and us (the "membership"). Please go through this and make sure that all the information you provided is accurate and that the benefits are the same as they were explained to you.

#### ACCURACY OF INFORMATION

It is very important that you give us honest and accurate information at all times. If you give us false or incorrect information, your membership may be invalid or you may not be able to use your benefits in full or in part. We may rely on the accuracy and truthfulness of any information provided by you during any conversation and including in any proposal/application form or other information supplied by you to us, including any relevant recorded phone calls made to or received by you.

#### GENERAL DEFINITIONS (What these words mean when used in this membership)

Subject to all the terms and conditions of this membership:

1. **due date** means the date you have agreed with us for the debit order collection of your payment every month.
2. **payment** means the total amount you pay each month for all your membership costs and chosen benefits. The payment entitles you to membership of The Unlimited.
3. **service provider ("SP")** means GoRhino (Pty) Ltd (Company Registration No 2010/010635/07), the company that is responsible for the provision of the benefits.
4. **start date** means the date on which your first payment is successfully received by us and is the date on which all your benefits are available. If you miss a payment and we can deduct at a later date, your benefits will start again.
5. **we/us** means The Unlimited Group (Pty) Limited. We bring you the membership.
6. **you/your** means the main member.

#### WHO IS PARTY TO THIS MEMBERSHIP?

You (as defined)

and

Us, The Unlimited

and

The service provider.

#### THE PAYMENT

1. In return for the payment, we negotiate pricing and terms with service providers on your behalf and arrange benefits for you. Receipt of your payment every month also entitles you to be notified of further product offerings as well as preferential pricing if you buy additional benefits from us.
2. The payment includes any additional amounts you pay us for additional benefits you buy.
3. **We may change the amount you pay in respect of the payment. For example, if you buy additional benefits from us, or annually if we do a price increase, but we will always give you 31 days' notice of our intention to do so.**
4. We may debit your payment on a different date from the day agreed if there is a better chance of collecting your payment and keeping your benefits active. **IMPORTANT:** Your payment will be collected on a different date, due to a public holiday or weekend, without notifying you. Any bank charges incurred as a result will be for your own account.
5. It is your responsibility to pay your total payment on the due date. If we can't deduct the payment from your bank account (for example, if you don't have funds) you will not be entitled to any of your benefits. To allow us to restore your benefits, you agree that if we cannot collect the payment from your bank

account in any given month, we can, at our discretion, try and collect from your account a further 3 times by debit order. If we successfully debit your bank account again, the date of that collection will be the new start date. Any bank charges incurred because of failed collections will be for your own account. **PLEASE NOTE: You will not be entitled to any benefits during any month where we do not successfully collect a payment from you.**

6. If we cannot collect the payment from your bank account in any given month, you may make a manual payment to us to restore your benefits. Please note that your benefits will only be restored once we have successfully received your manual payment. It may take a further 24 hours to reactivate your benefits. Thereafter, your payment will continue to be collected on the same due date we agreed with you when you signed up for this membership.
7. Please contact us if you want to change the due (collection) date which we have agreed with you.
8. If you dispute your monthly debit order payment with the result that the payment is reversed by your bank, and provided the debit order mandate is not cancelled, we may resubmit the debit order mandate for collection in the month following the dispute/s.

### **IMPORTANT INFORMATION ABOUT YOUR MEMBERSHIP**

1. You agree and want to be a party to this membership. You further agree that any personal information provided to us, will be collected and used to allow us to fulfil our obligations to you in terms of this membership. In addition, the Personal Information may be shared internally or externally with our departments who have a need for this information, or other third parties to fulfil the contract and for other business obligations or legal requirements. Please contact us should you have any objections.
2. You agree that we can market other products and services to you **even after this membership ends** and share market innovations with you.
3. This membership is month-to-month, the payment is due in advance and the total amount payable is inclusive of VAT. The membership will renew on the same terms each month we successfully collect the payment; unless amended.
4. You can only use your benefits available in South Africa and for events occurring in South Africa.
5. We will communicate with you via SMS, WhatsApp, email or letter. This is also how we notify you of any payment increases or changes to your membership. If you have a preference about how we communicate with you, please tell us. It is important that we always have your latest contact number (cell phone), email, physical and/or postal address. We shall not be liable for any failure to deliver any notice to you where we have complied with this clause. **If any of your contact details change, please tell us immediately.**
6. You can cancel the membership at any time. Give us a call so we can assist you. There is a cooling-off period of 5 business days (calculated from the start date) in which you can cancel and receive a refund **BUT ONLY IF YOU HAVE NOT USED** any of the benefits. Cancellation of your membership will include cancellation of **ALL** your benefits.
7. We can cancel this membership, including all the benefits you have:
  - 7.1. immediately if you are dishonest or commit fraud; or
  - 7.2. immediately if we do not receive the payment from you each month; or
  - 7.3. on 31 days' notice in writing for any other reason (or any other period we agree or that is set out in this membership).
8. In the event of any fraud, mis-description, misrepresentation or non-disclosure of material facts we reserve the right, at any time, to void your membership or parts thereof, cancel your membership or reject any benefit claim with immediate effect or declare the membership null and void from inception.
9. We reserve the right to amend, add or change the benefits provided, including the payment, or any of the terms and conditions of this membership, by giving 31 days' written notice to you of our intention to do so.
10. Any variations and or changes will be binding on you and can be applied at any time to the existing terms and conditions after written communication of these changes has been sent.
11. You may not transfer your membership to anyone else and your benefits may not be redeemed by anyone else.

12. **Please note that this membership is not an insurance policy.** It does not indemnify you for damages or losses sustained or suffered, our obligations are limited to the provision of the benefits.

## **WHAT BENEFITS DO YOU GET AND WHEN CAN YOU USE THEM?**

1. For your payment every month, you get the following benefits:
  - 1.1. 2 for 1 dining, up to R100 off your second main meal, unlimited.
  - 1.2. 2 for 1 coffee, up to R20 off your second coffee, 1 voucher per day.
  - 1.3. 2 for 1 movies, 2D and 3D, 100% off your second movie voucher, redeem once per month.
  - 1.4. 2 for 1 experiences, 100% off your second experience, 1 voucher per day.
2. Unless we tell you otherwise, as soon as we have successfully collected your first payment from you, you can start using your benefits.
3. Your use of the benefits is subject to the terms and conditions of this agreement and any amendments (if any). It is your responsibility to read and understand them.
4. The benefits can only be redeemed by you, with the details you provided to us at the time of taking this membership.

## **YOUR BENEFITS IN DETAIL**

### **2 FOR 1 DINING BENEFIT ("DINING BENEFIT")**

#### **WHAT IS YOUR DINING BENEFIT?**

1. You will receive 2 for 1 dining at participating restaurants. Buy 1 main meal and get the second main meal free, up to the value of R100.
2. The discount applies to the cheaper of the two main meals, as specified by the restaurant's menu. You can choose meals from the standard a la carte menu, provided the order includes 2 main meals.
3. You can dine out daily, 365 days a year.
4. The dining benefit is available at selected establishments ("restaurants") which have elected to offer the discount under this 2 for 1 dining benefit, provided that the participating agreement of the restaurant is unchanged.
5. For a comprehensive list of the participating restaurants and their specific terms, including available periods, timelines, booking procedures, and any related exclusions, please visit [www.theunlimited-lifestyle.co.za](http://www.theunlimited-lifestyle.co.za).

#### **HOW TO REDEEM YOUR DINING BENEFIT**

1. **Step 1:** Browse [www.theunlimited-lifestyle.co.za](http://www.theunlimited-lifestyle.co.za) and choose a restaurant of your choice.
2. **Step 2:** Call 010 143 7557 (8am - 6pm, Monday to Friday), or complete the booking form on the restaurant page to make your booking.
3. **Step 3:** Once a booking is confirmed, you will receive a booking code via email or SMS to the cell phone number you gave us when you signed up for this membership. Arrive at the restaurant for a sit-down meal and show your booking code.
4. **Step 4:** When you get your bill, you will see that you have received up to R100 off your cheaper main meal.
5. Bookings should be made 24-48 hours in advance to secure a reservation.
6. Restaurants hold the discretion to decline bookings due to reasons such as full occupancy, private events, public holidays etc.
7. If a preferred restaurant is fully booked, alternative dining options will be suggested.

#### **SPECIFIC TERMS AND CONDITIONS FOR YOUR DINING BENEFIT**

1. The dining benefit only applies at participating restaurants.
2. The specifics of the benefit may differ between restaurants. Please check the individual restaurant pages on [www.theunlimited-lifestyle.co.za](http://www.theunlimited-lifestyle.co.za) for their specific conditions of use, as well as any updates to the individual restaurant terms.
3. The dining benefit may not apply if you visit a restaurant outside of these defined times or if booking protocols are not adhered to.

4. Please note that restaurants reserve the right to alter these terms based on their operational needs.
5. While the SP strives to keep the website updated with current information about the restaurants and their terms of participation and availability, there may be instances where restaurants choose to opt-out or modify their terms. The SP and we take no responsibility for any such withdrawals by restaurants or any such changes in their terms and conditions or availability. The SP reserves the right to remove or add restaurants as they see fit.
6. If the discounted main meal's value is below R100, the remaining amount cannot be redeemed for cash or any other benefit.
7. Failure to present your booking confirmation will result in the discount not being applied. Please note, the SP and we cannot be held responsible for correspondence sent to you which is lost or delayed in the mail.
8. Restaurants reserve the right to request positive identification and verify your identity.
9. The SP and we take no responsibility for bad experiences or bad food at any of the restaurants.

### **SPECIFIC EXCLUSIONS FOR YOUR DINING BENEFIT (What's not included in the dining benefit)**

While enjoying your dining benefit at a participating restaurant, the following is not included as part of your dining benefit:

1. Starters, desserts, salads, breakfast items, appetisers, children's meals, beverages and takeaways.
2. Current restaurant specials or discounted food items.
3. Certain fixed menus.
4. Fridays and Saturdays at specific restaurants (if detailed on the specific restaurant page).
5. Designated public and special holidays, which may include but not limited to Father's Day, Mother's Day, Valentine's Day, and the festive season in December.

## **2 FOR 1 COFFEE BENEFIT ("COFFEE BENEFIT")**

### **WHAT IS YOUR COFFEE BENEFIT?**

1. You will receive 2 for 1 coffee at participating restaurants. Buy 1 coffee and get the second coffee free, up to the value of R20.
2. The discount applies to the cheaper of the two hot coffees, as specified by the participating restaurant's menu. You can choose any coffee from the standard restaurant menu, provided your order includes two hot coffees.
3. You can use the coffee benefit once per day, 365 days a year.
4. The coffee benefit is available at selected establishments ("restaurants") which have elected to offer the discount under this 2 for 1 coffee benefit, provided that the participating agreement of the restaurant is unchanged.
5. For a comprehensive list of participating restaurants and their specific terms, including available periods, timelines, booking procedures, and any related exclusions, please visit [www.theunlimited-lifestyle.co.za](http://www.theunlimited-lifestyle.co.za).

### **HOW TO REDEEM YOUR COFFEE BENEFIT**

1. **Step 1:** Browse [www.theunlimited-lifestyle.co.za](http://www.theunlimited-lifestyle.co.za) and choose a restaurant of your choice.
2. **Step 2:** Call 010 143 7557 (8am - 6pm, Monday to Friday), or complete the booking form on the restaurant page to make your booking.
3. **Step 3:** Once a booking is confirmed, you will receive a confirmation booking code via email or SMS to the cell phone number you gave us when you signed up for this membership. Arrive at the restaurant and show your booking code.
4. **Step 4:** When you get your bill, you will see that you have received up to R20 off your cheaper coffee.
5. Bookings should be made 24-48 hours in advance to secure a reservation.
6. You may choose to have a sit-down coffee or a takeaway, however, if you choose to have a sit-down coffee, restaurants hold the discretion to decline bookings due to reasons such as full occupancy, private events, public holidays etc.

7. If a preferred restaurant is fully booked, alternative restaurants will be suggested.

### **SPECIFIC TERMS AND CONDITIONS FOR YOUR COFFEE BENEFIT**

1. The coffee benefit only applies at participating restaurants.
2. The specifics of the benefit may differ between restaurants. Please check the individual restaurant pages on [www.theunlimited-lifestyle.co.za](http://www.theunlimited-lifestyle.co.za) for their specific conditions of use, as well as any updates to the individual restaurant terms.
3. The coffee benefit may not apply if you visit a restaurant outside of these defined times or if booking protocols are not adhered to.
4. Please note that restaurants reserve the right to alter these terms based on their operational needs.
5. While the SP strives to keep the website updated with current information about the restaurants and their terms of participation and availability, there may be instances where restaurants choose to opt-out or modify their terms. The SP and we take no responsibility for any such withdrawals by restaurants or any such changes in their terms and conditions or availability. The SP reserves the right to remove or add restaurants as they see fit.
6. If the discounted coffee value is below R20, the remaining amount cannot be redeemed for cash or any other benefit.
7. Failure to present your booking confirmation will result in the discount not being applied. Please note, the SP and we cannot be held responsible for correspondence sent to you which is lost or delayed in the mail.
8. Restaurants reserve the right to request positive identification and verify your identity.
9. The SP and we take no responsibility for bad experiences or bad coffee at any of the restaurants.

### **SPECIFIC EXCLUSIONS FOR YOUR COFFEE BENEFIT (What's not included in the coffee benefit)**

While enjoying your coffee benefit at a participating restaurant, the following is not included as part of your coffee benefit:

1. Current restaurant specials or discounted coffee items.
2. Fridays and Saturdays at specific restaurants (if detailed on the specific restaurant page).
3. Designated public and special holidays, which may include but not limited to Father's Day, Mother's Day, Valentine's Day, and the festive season in December.

## **2 FOR 1 MOVIE BENEFIT ("MOVIE BENEFIT")**

### **WHAT IS YOUR MOVIE BENEFIT?**

1. You will receive 2 for 1 movies at Nu Metro. Buy 1 movie voucher (2D or 3D) and get the second movie voucher (2D or 3D) free at any standard Nu Metro cinema outlet in South Africa.
2. You can use the movie benefit once per month, every month.

### **HOW TO REDEEM YOUR MOVIE BENEFIT**

1. **Step 1:** Use the cell phone number you gave us when you signed up for this membership and dial the USSD number \*120\*980# to access your 2 for 1 movie benefit menu. Follow the USSD prompts and choose between a 2D or 3D movie voucher.
2. **Step 2:** Select a payment method to purchase the first movie voucher (full price). Payment can be made by Visa or MasterCard credit cards or signature debit cards (CVV present), and the credit/debit card must be in your own name.
3. **Step 3:** Once your card payment is successful, you will receive 2 (two) movie vouchers – the bought movie voucher and the free movie voucher. Your movie vouchers will be sent to your cell phone via SMS.
4. **Step 4:** Go to your chosen Nu Metro cinema outlet and use the movie vouchers to pay for your movie tickets once you have booked

your seats. You can either insert the voucher numbers under the "Mobicode" payment option on the self-service kiosk or you can give the voucher numbers to the attendant for assistance.

5. Book 24 hours in advance to avoid disappointment.
6. For assistance or queries, call 010 143 7557 (8am - 6pm, Monday to Friday).

### **SPECIFIC TERMS AND CONDITIONS FOR YOUR MOVIE BENEFIT**

1. The movie benefit only applies at participating Nu Metro cinema outlets.
2. All 2D and 3D ticket prices are determined by Nu Metro.
3. Movie vouchers will always be sent to the cell phone number you gave us when you signed up for this membership.
4. Movie vouchers issued via the USSD cannot be exchanged, sold or refunded.
5. This offer is valid for films as advertised by each participating cinema.
6. Film classification rules apply and identification may be required. The cinema manager's decision is final and standard cinema rules apply.
7. You are not entitled to preferential rights over other cinema patrons.
8. Nu Metro, the SP and we are not liable for any bad experience or loss you may suffer when using the movie benefit.
9. Please note, the SP and we cannot be held responsible for correspondence sent to you which is not received by you due to cellular network delays.

### **SPECIFIC EXCLUSIONS FOR YOUR MOVIE BENEFIT (What's not included in the movie benefit)**

1. The movie benefit is not valid at the following VIP/private venues: Bedford Full Scene; Hyde Park Full Scene; Parkview Full Scene and Woodlands Full Scene.
2. It is also not valid with other promotions a participating cinema outlet may have.

### **2 FOR 1 EXPERIENCES BENEFIT ("EXPERIENCES BENEFIT")**

#### **WHAT IS YOUR EXPERIENCES BENEFIT?**

1. You will receive 2 for 1 experiences at participating establishments. Buy 1 experience and get the second experience free from any participating establishment in South Africa.
2. You can use the experiences benefit once per day, 365 days a year.
3. The experiences benefit is available at selected experience establishments ("establishments") which have elected to offer the discount under this 2 for 1 experiences benefit, provided that the participating agreement of the establishment is unchanged.
4. For a comprehensive list of the participating establishments and their specific terms, including available periods, timelines, booking procedures, and any related exclusions, please visit [www.theunlimited-lifestyle.co.za](http://www.theunlimited-lifestyle.co.za).

#### **HOW TO REDEEM YOUR EXPERIENCES BENEFIT**

1. **Step 1:** Browse [www.theunlimited-lifestyle.co.za](http://www.theunlimited-lifestyle.co.za) and choose an establishment of your choice.
2. **Step 2:** Call 010 143 7557 (8am - 6pm, Monday to Friday), or complete the booking form on the establishment page to make your booking.
3. **Step 3:** You will receive a voucher via email or SMS to the cell phone number you gave us when you signed up for this membership, follow the instructions on the voucher to redeem your discount. Your booking confirmation must be presented upon arrival at the establishment.
4. **Step 4:** When you get your bill, you will see that you have received your second experience free.
5. Bookings should be made 24-48 hours in advance to secure a reservation.
6. Establishments hold the discretion to decline bookings due to reasons such as full occupancy, private events, public holidays etc.
7. If a preferred establishment is fully booked, alternative experience options will be suggested.



## **SPECIFIC TERMS AND CONDITIONS FOR YOUR EXPERIENCES BENEFIT**

1. The experiences benefit only applies at participating establishments.
2. The specifics of the benefit may differ between establishments. Please check the individual establishment pages on [www.theunlimited-lifestyle.co.za](http://www.theunlimited-lifestyle.co.za) for their specific conditions of use, as well as any updates to the individual establishment terms.
3. The experiences benefit may not apply if you visit an establishment outside of these defined times or if booking protocols are not adhered to.
4. Please note that establishments reserve the right to alter these terms based on their operational needs.
5. While the SP strives to keep the website updated with current information about the establishments and their terms of participation and availability, there may be instances where establishments choose to opt-out or modify their terms. The SP and we take no responsibility for any such withdrawals by establishments or any such changes in their terms and conditions or availability. The SP reserves the right to remove or add establishments as they see fit.
6. Failure to present your booking confirmation will result in the discount not being applied. Please note, the SP and we cannot be held responsible for correspondence sent to you which is lost or delayed in the mail.
7. Establishments reserve the right to request positive identification and verify your identity.
8. The SP and we take no responsibility for bad experiences, loss or injuries at any of the establishments.

## **SPECIFIC EXCLUSIONS FOR YOUR EXPERIENCES BENEFIT (What's not included in the experiences benefit)**

While enjoying your experiences benefit at a participating establishment, the following is not included as part of your experiences benefit:

1. Fridays and Saturdays at specific establishments (if detailed on the specific establishment page).
2. Designated public and special holidays, which may include but not limited to Father's Day, Mother's Day, Valentine's Day, and the festive season in December.

## **HOW WE USE YOUR PERSONAL INFORMATION**

Please read this section carefully as it contains important information about the personal details that you have given to us (Please see the definition of Personal Information in the Protection of Personal Information Act, 2013). Please make sure that you provide this section of the membership terms and conditions to any other party related to this membership as it contains information about the protection of your and their personal information. Information about the parties to this membership or persons whose interests are protected by this membership may be processed for the various legal reasons outlined below.

This section of the membership is intended to summarise key privacy disclosures. We handle the personal information you provide to us in accordance with this section, read with the Privacy Policy available at: [www.theunlimited.co.za](http://www.theunlimited.co.za).

The main member ("**you**") hereby warrants and understands that we, including our authorised agents, partners and service provider/contractors may:

1. **We will collect information:**
  - 1.1. from you directly; from your use of our products and services; from your engagements and interactions with us; from public sources, shared databases and from third parties.
  - 1.2. that you provide to us and store it in a shared database, verify it against legally recognised sources and use it, for example, for any decision concerning the continuance of your membership or the provision of your benefits. Such information may be given to any authorised agents, partners and service provider/contractors.
  - 1.3. including (amongst others), information about your criminal or credit history, insurance history, marital status, national origin, age, sex, sex life, language, birth, education, financial history, identifying number,

email address, physical address, telephone number, online identifiers, social media profile, health, disability, pregnancy, biometric information (like fingerprints, your signature or voice), race or ethnic origin, trade union membership, political persuasion, financial history, criminal history and your name.

- 1.4. that you warrant that you are authorised to provide to us in respect of personal information of third parties. In doing so you indemnify us, including our authorised agents, partners and service provider/contractors, against any and all losses by or claims made against them and us as a result of you not having the required authorisation.
2. **We will process your information for the following reasons (amongst others):**
  - 2.1. for the performance of your membership and the enforcement of our contractual rights and obligations:

**Note:** Any personal information provided to us will be collected and used to allow us to fulfil our obligations to you in terms of this membership. In addition, the Personal Information may be shared internally or externally with our departments (who strictly need this information), other related third parties to comply with legal requirements. Please contact us should you have any objections.

- 2.2. to comply with legislative, regulatory, risk and compliance requirements, codes of conduct and industry agreements or to fulfil reporting requirements and information requests.
- 2.3. to process payment instruments and payment instructions (like a debit order).
- 2.4. to do affordability assessments, credit assessments and credit scoring.
- 2.5. to manage and maintain your membership or relationship with us.
- 2.6. to disclose and obtain information about you from credit bureaus regarding your credit history.
- 2.7. for security, identity verification and to check the accuracy of your information.
- 2.8. where required, we may transfer your personal information outside of South Africa in compliance with the law.
- 2.9. for customer satisfaction surveys, promotional and other competitions.
- 2.10. using automated means (without human intervention in the decision-making process) to make decisions about you or your application for any product or service. You may query the decision made about you.
- 2.11. to conduct market and behavioural research, including scoring and analysis to determine if you qualify for products and services; and to market to you or provide you with products, goods and services. If you purchase products or services from us, we can market other similar products and services to you even after this membership ends and share market innovations with you.
- 2.12. Receipt of your payment also entitles you to be notified of further product offerings.
3. **We may share your information with the below persons (amongst others) who are bound to keep it secure and confidential:**

▪ Payment processing service providers, merchants, banks to process payment instructions.	▪ Governments, local and international tax authorities & credit bureaus when we must share it with them.
▪ Our partners, service providers, agents, sub-contractors to offer and provide products and services to you.	

4. **The Unlimited automatically updates and keeps your information accurate**  
We may submit your information to, and receive information about you from, credit institutions (such as credit bureaus) to update, process and monitor your information to guide us in making decisions about product development and suitability of offerings, affordability, market conduct and activities related






to our business. We may also do this to ensure the quality and accuracy of your identity and contact information to ensure we can make positive contact with you; and your status as a home loan holder, vehicle owner or credit card holder to offer suitable goods and services to you that are affordable and that you may be interested in.

5. **Your rights:**

You have data protection rights which are described in detail on [www.theunlimited.co.za](http://www.theunlimited.co.za). To request access to your information, contact us at the contact details provided below.

**WE WOULD LOVE TO HEAR FROM YOU**

If you have any questions, or need assistance with your membership, you can get in touch with us in the following ways:

-  Facebook, (look for The Unlimited);
-  Twitter, (our handle is @theunlimited); find us on
-  LinkedIn as theunlimited; or
-  on our website [www.theunlimited.co.za](http://www.theunlimited.co.za); or
-  call us on **0861 990 000**.