

THE STANDARD BANK OF SOUTH AFRICA LIMITED, ACTING THROUGH ITS WEALTH AND INVESTMENTS BUSINESS UNIT (STANDARD BANK/W&I/WE/US/OUR) TERMS AND CONDITIONS (TERMS) IN RESPECT OF THE EMIRATES AIRLINES EVERGREEN PROMOTIONAL OFFER (OFFER)

Please read the Terms carefully and pay special attention to the clauses that are in bold, as they may limit our liability (responsibility), place an obligation on you to indemnify us, involve an acknowledgment of any fact and/ or involve some risk to you.

1. INTRODUCTION

1.1 We are offering you the following discounts on the base fare of flight tickets purchased with Emirates Airlines via the Standard Bank Leisure Desk (details of the Leisure Desk are contained at clause 3.2 below.)

Class of ticket	Discount
Economy	up to 40%
Business	up to 35%

1.2 In addition to the above discounts, we have a special deal on the Johannesburg to Dubai/Dubai to Johannesburg route.

1.2.1 The Dubai route offer is limited to Emirates Airlines flights between Johannesburg to Dubai and/or Dubai to Johannesburg.

1.2.2 This offer is based on Saver/Special class tickets availability and block out dates may apply.

1.2.3 The base fare prices for the Johannesburg to Dubai route flight tickets purchased from Emirates Airlines is as follows:

1.2.3.1 Economy class from R11,990; and

1.2.3.2 Business class from R46,990.

1.3 The Offer is only applicable to the Emirates Airlines Flex category of flight tickets for the above discounted classes in 1.1.

1.4 This Offer starts at 00h00 on Monday 1st July 2024 and ends at 23h59 on Thursday, 31st October 2024 (**Offer Period**).

2. WHO QUALIFIES FOR THIS OFFER

2.1 To qualify for this Offer, you must:

2.1.1 be 18 years or older;

2.1.2 permanently reside in the Republic of South Africa; and

2.1.3 be the holder of a valid Standard Bank Wealth and Investment Credit Card (**Card**), whose Card account is in good standing during the Offer Period.

3. HOW TO ACCEPT THE OFFER

- 3.1 Contact the Leisure Desk during the Offer Period to book your Emirates Airlines flight tickets and use your Card to pay for these tickets
- 3.2 Contact the Leisure Desk between 09h00 and 16h00 by:
 - 3.2.1 calling 087 236 6557;
 - 3.2.2 emailing info@leisuredesk.co.za;
 - 3.2.3 emergency (after hours) contact details for the Leisure Desk 031 208 7885 or 083 303 5001.
- 3.3 contact your relationship manager or W&I on Call; or
- 3.4 contact your W&I Metal Lifestyle Team
- 3.5 You may only take up this Offer during the Offer Period and are permitted to book a maximum of 5 (five) flight tickets; twice on the same card, based on availability. The primary cardholder needs to be travelling for all tickets purchased.
- 3.6 Tickets purchased must be for travel date from the start of campaign to the 31 May 2025.
- 3.7 All tickets may not be available at the same rate due to availability.
- 3.8 ***Please note that the Offer does not apply to Emirates Airlines flight tickets booked or purchased:***
 - 3.8.1 ***on www.emirates.com or any online channel;***
 - 3.8.2 ***using UCount Rewards points and/or any other loyalty program rewards or points; and/or***
 - 3.8.3 ***through any travel agent or travel desk which is not the Leisure Desk as mentioned above.***
- 3.9 All flight ticket booking requests received after 5pm, Monday to Friday, are quoted using the price available during the next working day.
- 3.10 ***In addition to these Terms, this Offer is subject to the Discounted Fare Terms and Conditions in Annexure A and the terms and conditions of the Leisure Desk, Emirates and your Card. You must comply with all of these terms and conditions.***
- 3.11 This Offer applies to the base fare prices of the flight tickets for the qualifying classes set out in clause 1.1 only.

4. GENERAL TERMS

- 4.1 ***W&I is the promoter of this Offer.***
- 4.2 ***By participating in the Offer, you agree to be bound by these Terms.***
- 4.3 ***We reserve the right to amend these Terms. Any amendments to these Terms will create a new version of the Terms which will supersede and replace the previous version/s and be binding on you and us.***
- 4.4 ***W&I is not responsible for:***
 - 4.4.1 ***cancellations, postponements, or delays;***

- 4.4.2 *acts of God, war, terrorism, government regulation, disaster, fire, strikes, civil disorder;*
- 4.4.3 *unauthorized human intervention in any part of the entry process or the Offer;*
- 4.4.4 *electronic or human error which may occur in the administration of the Offer or the processing of entries; and/or*
- 4.4.5 *any other causes beyond W&I's control, making it inadvisable, illegal, impossible, or impractical to continue the Offer or to perform under these Terms.*
- 4.5 *In the event of a dispute, our decision will be final and binding on all aspects of the Offer and no correspondence will be entered into.*
- 4.6 *We, our directors, members, partners, employees, agents, consultants, suppliers, contractors and sponsors assume no liability whatsoever for any direct or indirect loss, harm or damage arising from a participant's participation in the Offer or acceptance of an Offer, howsoever arising. All persons, whilst participating in the Offer, indemnify and hold us harmless for any loss, damage, harm, or injury (whether arising from negligence or otherwise) which may be sustained as a result of any claim, costs, expense, loss or damages which may be made by a participant or any third party.*

ANNEXURE A - DISCOUNT TERMS AND CONDITIONS

1. EXCLUSIONS

1.1 This Offer only applies to:

- 1.1.1 Emirates Airlines flight ticket purchases originating from South Africa and excludes routes to and/or from Jeddah, Madinah and/or Mauritius;
 - 1.1.2 4-sector flight tickets and does not include multi-cities;
 - 1.1.3 specific round-trip flight tickets for routes permitted by Emirates Airlines – one-way flight tickets are excluded from this Offer.
- 1.2 The Offer does not apply to domestic routes, code share flights and/or internal/addons (such as lounge access, transfers etc).
- 1.3 The Offer does not apply to first class tickets.
- 1.4 All applicable taxes, fees and fuel surcharges are excluded.
- 1.5 Flight tickets that are booked with mixed qualifying classes, i.e., half economy, half business, do not qualify for this Offer.

2. GENERAL

- 2.1 Bookings are non-transferable. This means that once you have made a booking in one person's name, you cannot transfer it into another person's name.
- 2.2 The Offer applies to published standard available fares and does not include any previously discounted fares or internet and other promotions by Emirates Airlines.
- 2.3 Flight tickets may be purchased for business or leisure purposes using the Offer.
- 2.4 This Offer excludes child and/or infant discounts. Children are eligible for the standard promotional discount offered during the year (i.e., 75% off base airfares only). Infants are not eligible for any discount. For purposes of these Terms, a "child" is a person between the ages of 24 months and 11 years and 11 months and an "infant" is a person between 0 to 23 months.
- 2.5 The price of the air fare payable, taking into consideration the relevant discount savings under the Offer, is not guaranteed if the booking is not completed.
- 2.6 Emirates Airlines and Standard Bank will not be held responsible for any loss claim or damage suffered resulting from a change in the prices of fares.
- 2.7 Refunds may be requested, but any refund application will be subject to Emirates Airlines' terms and conditions and will incur cancellation penalties.
- 2.8 You may be charged a fee should you require any changes to your Emirates Airlines flight ticket as well as A Service Fee by the Issuing Agent, Leisure Desk. This fee will be determined by Emirates Airlines as well as the Issuing Agent in their sole and absolute discretion at the time of the change.

2.9 Service fee's applicable over and above Emirates Airlines costs to change and/or refund tickets as per below:

2.9.1 Change / reissue: R150 service fee; and

2.9.2 Cancellation: R150 service fee.