



## Real Rewards

### General

- Any natural person may join the Real Rewards programme.
- The annual membership fee will entitle you (“the Member”) to all Real Rewards benefits associated with a specific tier.
- aha Hotels and Lodges, (“Real Rewards” or “we”) may change the Real Rewards programme (the “Programme”) rules, processes, regulations, travel or other awards, and/or special offers at any time, with or without notice. This means that changes may be initiated that affect, but are not limited to, partner affiliations, rules for earning Real Rands, Real Rands redemption, rules for the use of rewards, continued availability of rewards, reward inventory, reward types, and the features of special offers.
- aha Hotels and Lodges reserves the right to terminate the entire Programme with 12-months’ advance notice to all then-Active Members, and immediately upon notice to all then-Active Members in the case of a termination relating to the substitution of a similar replacement programme. This means that the right of a Real Rewards cardholder (a “Member” or “you”) to accumulate Real Rands and claim rewards can be terminated 12 months after we give notice. All Real Rands (and the value thereof) unredeemed as of the conclusion of the six-month notice period shall be forfeited to aha Hotels and Lodges without remuneration or any further obligation or liability, and no reward claims shall be honoured thereafter. You will be considered an “Active Member” so long as you have earned Real Rands and the annual membership fee is paid for.
- Employees of aha Hotels and Lodges and any of its subsidiaries and affiliates are not eligible to participate in the Real Rewards programme except for specially designated employees.

### Real Rands

- Fraud or abuse concerning Real Rands or award usage and membership privileges and benefits are subject to appropriate administrative and/or legal action by aha Hotels and Lodges including the forfeiture of accumulated Real Rands, the termination of Real Rewards cardholder

privileges, and revocation of membership. In addition, we reserve the right, in our sole discretion, to immediately discontinue the Real Rewards membership, and terminate the member's account, if a member acts in a manner inconsistent with South African law or in a fraudulent or abusive manner; otherwise misuses the benefits of membership; or fails to pay any valid bill or account when due to aha Hotels and Lodges.

- Nothing contained in these Membership Rules shall limit aha Hotels and Lodges in the exercise of any legal or equitable rights or remedies.
- The earning of Real Rands and redemption of Real Rewards are subject to all applicable laws and regulations. Real Rewards cardholder benefits and rewards may be subject to income or other taxes. Such taxes and all disclosures related thereto are the sole responsibility of the recipient.
- Real Rands cannot be converted to ZAR.
- Real Rands are valid for 12 months from date of issue.
- Neither aha Hotels and Lodges nor our programme partners are responsible for requests or correspondence lost or delayed in the mail or via electronic mail. aha Hotels and Lodges are not responsible for, and reserve the right to correct, any pricing or typographical errors, errors of description, or errors regarding participating properties and partners.
- In the event you do not remain an Active Member (as defined above) by paying the renewal fee, your membership account will be closed and all Real Rands and/or e-vouchers or award certificates forfeited. The renewal fee must be paid by month end of the month of the annual "anniversary" date. The "anniversary" date is the date on which you joined the Real Rewards programme.
- Programme memberships are individual but may not be used by any person that presents the card either to earn Real Rands or to redeem Real Rands, whose name is not listed on the account. The sale or barter of any Real Rands, vouchers or other Real Rewards card benefits are strictly prohibited.

## Accommodation

- A "valid" Real Rewards card is one that has not been reported lost, stolen or misplaced and that is fully paid up in terms of the membership rules.
- A "participating hotel" is a hotel that has chosen to be part of the Real Rewards programme. Should a participating hotel leave the programme, either because it is no longer managed by aha Hotels and Lodges, or for any other reason, Real Rewards benefits will no longer be accepted from the date of resignation. Any accommodation already booked, will become null and void. aha Hotels and Lodges will make every effort to move confirmed bookings to another participating hotel, but accepts no liability or consequential damages incurred by the member for such a move.
- The booking of accommodation is always subject to availability and all bookings must be made on our website: [www.aha.co.za](http://www.aha.co.za) or through our Central Reservations Office on 0877409292. Real Rewards cardholders are

therefore urged to make their reservations well in advance. During special events block outs may apply at the properties. Otherwise you are welcome to redeem your accommodation vouchers at any of the properties at any time of the year subject to availability. The only exception is Alpine Heath resort where you may redeem vouchers during off peak periods only.

- Only one accommodation and one meal voucher per stay may be redeemed.
- When making bookings, either a voucher or Real Rands may be redeemed.
- Accommodation benefits are applicable to standard room types for two people sharing.
- A surcharge is applicable at Alpine Heath and Greenway Woods Resort.
- Room upgrades for cardholders will be made subject to availability and at the sole discretion of aha Hotels and Lodges or the general manager of the hotel.
- All interpretations of these membership rules, and terms and conditions shall be at the sole discretion of aha Hotels and Lodges.
- By signing the application form or applying for membership or accepting an offer of membership and/or by using his/her Real Rewards Card or membership number, the member shall be taken to have agreed to be bound by these Terms and Conditions as amended from time to time and published on the website [www.aha.co.za](http://www.aha.co.za).