



SAA Voyager Loyalty and TOTAL South Africa Terms and Conditions

1. General

Reference to “TOTAL” in these terms and conditions shall mean TOTAL South Africa (Pty) Limited (Registration no. 1954/003325/07). TOTAL South Africa is a non-airline partner of the SAA Voyager Programme.

The terms and conditions listed below are in addition to the SAA Voyager terms and conditions associated with the SAA Voyager Programme as presented to the participant (SAA Voyager Member) upon enrolling on the SAA Voyager web site (www.flysaa.com) (“SAA Voyager Programme Terms and Conditions”).

2. Definitions

Active Member at a point in time, means a Member who has earned or spent Miles on their Membership account within the previous consecutive 12-month period from that point in time;

Base Miles means the number of Miles earned for any activity by a Member on a determined partner (airline/non-airline) excluding any Bonus Miles;

Bonus Miles means Miles earned from SAA and promotional offers and contribute towards Mileage accumulation and not towards your Tier Status. The following are categorised as Bonus Miles:

- Tier Mile Bonus Miles
- Special Promotion Bonus Miles

Earn means that SAA Voyager members can earn SAA Voyager base Miles by fuelling at TOTAL Service Stations within the Republic of South Africa.

Fuel means all grades of Lead Replacement, Diesel and Unleaded fuel products.

Membership Card means the Voyager card that Voyager may issue to the Member;

Member Guide means the Voyager Membership Guide published from time to time by Voyager, including as published on www.flysaa.com;

Miles means the currency used in the Voyager Programme pursuant to these Terms and Conditions;

Non-Airline Partner means an entity, other than an airline, with whom Voyager has entered into an agreement to provide for Members to earn Miles when acquiring certain goods or services (or as otherwise agreed with Voyager) or to spend Miles for certain goods or services, or both;

PIN means the Personal Identification Number which is issued to the Member by Voyager;

SAA means South African Airways.

SAA Voyager Member means a registered member of the SAA Voyager Loyalty Programme.

South African Airways means South African Airways (Proprietary) Limited registration number: 1997/022444/07;

Terms and Conditions means these Terms and Conditions, as may be amended from time to time without notice;

Tier Miles are Miles which are awarded to Members and which entitle Members to attain a higher Programme status level or retain a current status level;



Till Slip means the till slip from the service stations point of sale and/ or pin pad device received after settling the transaction a transaction.

TOTAL Service Stations means all Retail TOTAL Service Stations.

TOTAL or TOTAL South Africa means TOTAL South Africa (Pty) Limited.

SAA Voyager means the Frequent Flyer Programme operated by South African Airways;

Voyager Service Centre means the centre established by Voyager, where members can contact Voyager telephonically and where membership information is processed and the Voyager Programme is administered.

3. Product Inclusions and Exclusions

Only active SAA Voyager members will qualify to earn SAA Voyager Miles when filling up with any of the available grades of fuel at the participating TOTAL Service Station.

All other shop, lubricant (oil) and services are excluded from the offering and therefore SAA Voyager members will not be entitled to earning Miles on the purchase of these products.

4. Programme registration

All participants must first register with the SAA Voyager Programme before they are eligible to earn SAA Voyager Miles when fuelling at TOTAL Service Stations.

Once a customer has registered with the SAA Voyager programme the member is issued with a valid membership account number and PIN number. These are identification details required during a fuel purchase so that the appropriate points can accrued to the rightful individual's account.

The SAA Voyager programme's terms and conditions state the following:

"In order for a member to qualify for a Voyager Membership Card the following is mandatory:

- A customer must have flown at least three times through SAA flights or
- A customer which has a Voyager Credit Card."

It is for this reason there are two (2) membership types:

1. Active members with SAA Voyager Cards (Cards vary depending on the members tier)
2. Active members who have SAA Voyager account numbers but who have not qualified for cards as yet.

Inactive members do not qualify to benefit from the programme but can contact the Voyager Service Centre to reactivate their membership profile in line with the SAA Voyager Programme Terms and Conditions.

5. Programme Participation

5.1. Registered SAA Voyager members who are active with the SAA Voyager programme and have Voyager numbers or loyalty cards are permitted to earn Miles when fuelling at TOTAL. The following persons, regardless of their SAA Voyager membership status, however shall not be entitled to participate in the



Loyalty programme and shall accordingly not be allocated SAA Voyager Miles for activities at TOTAL Service Stations:

- TOTAL's wholesale customers;
- TOTAL's customers on TOTAL's private label method of payment (i.e. TOTAL Card)
- E-Fuel customers

5.2. Subject always to 4.1 above and to such further requirements and conditions as TOTAL may specify from time to time, private motorists using the following methods of payment are eligible to participate in the Loyalty programme:

- Cash
- Cheque
- Local Account payment (in terms of an arrangement with the relevant TOTAL Franchisee or Dealer)
- Bank-issued cards, including:
 - Debit cards
 - Credit cards (Includes settlement with a SAA Voyager Credit Card*)
 - Cheque cards
 - Petrol or Garage cards.

5.3. Subject always to 4.1 above and to such further requirements and conditions as TOTAL may specify from time to time, private fleet owners using the following methods of payment are eligible to participate in the programme:

- Cash
- Cheque
- Local Account payment (in terms of an arrangement with the relevant TOTAL Franchisee or Dealer)
- Bank-issued cards, including:
 - Debit cards
 - Credit cards (Includes settlement SAA Voyager Credit Card*)
 - Cheque cards
 - Petrol or Garage cards.

5.4. SAA Voyager credit cards must be accompanied by an SAA Voyager loyalty card or SAA Voyager number.

5.5. TOTAL reserves the right to review and/or amend the eligibility, collection and SAA Voyager Mile earn mechanism specified in these terms and conditions from time to time.

6. Non-Eligible SAA Voyager Mile earnings when fuelling at TOTAL

6.1. Only members who have a valid driving permit in South Africa are allowed to participate in the programme, regardless of the fact that the SAA Voyager Programme terms and conditions permit children older than two years to eligibly join the Voyager Programme.



6.2. Subject always to 4.1 and 6.1. above and to such further requirements and conditions as TOTAL may specify from time to time, the following scenarios will also result in non-eligibility (do not qualify) to earn SAA Voyager Miles when filling up at TOTAL:

- fuel transactions exceeding 200 litres per transaction, per fill, per day (within a 24 hour period);
- multiple submissions are allowed up to a limit of 200lt per day. i.e. 50lt in morning and 50lt in afternoon;
- vehicles with a tank capacity exceeding 200 litres;
- till slips (including point of sale and / or pin pad):
 - a. only original TOTAL Service Station till slips are accepted and duplicate till slips are not deemed as valid;
 - b. till slips that are not stamped on the front of the slip and have not been completed / filled in with the members name, surname, Voyager number and date of transaction;
 - c. date of the transaction does not match the date filled in on the stamp;
- manual submissions
 - a. valid till slips emailed to customerservice@totalcustomercare.co.za but not submitted via the SAA Voyager website;
 - b. submissions via www.flysaa.com that are not followed by an email with the copy of the till slip and online reference number;
 - c. Voyager member details on the till slip must match the Voyager number on the online submission;
 - d. till slips that were not submitted within 48 hours of the transaction being finalised;
 - e. members can only earn Miles once per transaction, duplicate submissions of the same transaction will be rejected;
 - f. members can only earn SAA Voyager Miles in their personal capacity and not on behalf of another member or business;
- Any transaction involving fraud or illegal activity.
 - a. member's claims will be rejected if such fraud or illegal behaviour activity continues.

7. Fleet Operators' Drivers

The private and commercial fleet operator's understand that TOTAL and SAA Voyager have no way of implementing any of the operator's internal operational policies and/or regulations that, for example, prevent the employees (drivers) of such operator from benefitting personally from their employer's fuel purchases. It is, therefore, the operator's responsibility to enforce its internal policies.

Neither TOTAL nor SAA Voyager will be able to determine whether or not SAA Voyager Miles have been earned with the fleet operators' permission or in accordance with its policies. In the circumstances, no action will be taken by either TOTAL or SAA Voyager in this regard. Neither TOTAL nor SAA Voyager shall not be held liable in any way (including, but not limited to, in respect of any taxes) to the operator or to the employees or contractors of the operator as a result thereof.

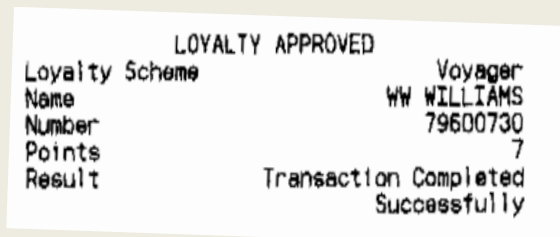


8. Earning Voyager Miles

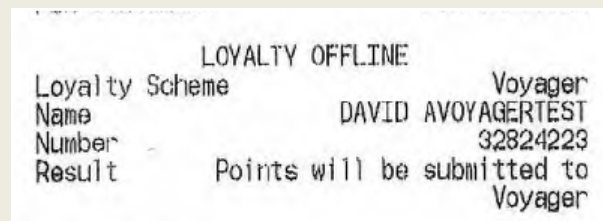
SAA Voyager members will earn **1 (one) SAA Voyager Mile** for **each (1) Litre** of fuel (all grades) purchased from TOTAL Service Stations. Only active SAA Voyager members who are in possession of a valid SAA Voyager Card or number will qualify to earn Miles.

8.1. Bank Transactions:

- At selected TOTAL Service Stations SAA Voyager members are able to swipe their SAA Voyager card to earn Miles along with their bank card settlements.



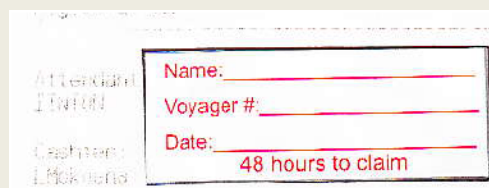
- When swiping the SAA Voyager loyalty card members will have one (1) opportunity to enter their pin.
- Pin resets are possible via the SAA Voyager website or service centre.
- Offline transactions will automatically qualify for points even if this is not reflected on the till slip. The message on the till slip will read "Voyager offline".



- Standalone bank pin pads will not result in your Miles being printed on the till slip. Members are required to retain their till slips as described in point 2.

8.2. Online submissions:

- If a customer settles a transaction with any other permitted method of payment, like cash, the SAA Voyager member must ensure that the forecourt attendant stamps the till slip.



- The member must retain the till slip and submit it via the SAA Voyager website within 48 hours in order to qualify for Miles where after normal SAA Voyager accrual rules will apply (refer to www.flysaa.com for terms and conditions).
- The following fields will be required when submitting the till slip (see examples below):



- a. Service Station ID (S number only applicable at selected TOTAL Service Stations)
 - b. Station Name
 - c. Date of the transaction
 - d. Transaction number (Num POS)
 - e. Litres filled
 - f. Fuel Type
- The SAA Voyager system will provide the member with a **TOT#** reference number. Members are required to email the **original till slip** and the **TOT#** reference in the **email subject line** to customerservice@totalcustomercare.co.za.

TOTAL reserves the right to change, amend or supplement the SAA Voyager Miles allocation offering members from time to time, whether as a result of a particular promotion or otherwise, the details of which may be communicated to members via the standard SAA Voyager membership communication channels or by TOTAL directly. All changes shall become effective as from the date specified in such communication.

9. Lost or Damaged and/or Replacement Membership Card

- Any fault that may occur with regards to the card has to be directed to SAA via its customer service centre.
- Lost or damaged cards can be replaced at a cost charged by SAA, as the SAA Voyager membership is controlled by this company and not TOTAL.
- Once a member qualifies to be issued a card as outlined in 6.2.1 above, SAA has the right to deliver the membership card to the respectful member by using any of the preferred method of correspondence agreed upon by the member during the initial registration online via SAA web site.

10. Amending of terms and conditions

TOTAL reserves the right to amend, replace, or supplement these terms and conditions from time to time.

11. Promotions / Specials

From time to time SAA Voyager and TOTAL will run various promotional campaigns to incentivise SAA Voyager members.

These promotions / specials will only be available to active SAA Voyager Members who have adhered to the terms and conditions within this document as well as SAA Voyager terms and conditions.

12. General Provisions

- TOTAL shall not be liable in any way for any loss, damages or costs suffered by the customer arising, either directly or indirectly, from the allocation to or redemption by the customer of



SAA Voyager Miles. In no circumstances shall TOTAL be liable for any indirect or consequential damages howsoever arising.

- TOTAL shall not be liable for any loss, damages or costs resulting from the alteration to, or termination of the Loyalty programme whether by SAA Voyager or otherwise, except where such loss, damages or costs is caused directly and exclusively by TOTAL's gross negligence or wilful misconduct.
- In no event will TOTAL be liable for any direct, indirect, special, punitive, exemplary or consequential losses or damages of whatsoever kind arising out of access to or use of this website or any information contained in it, including loss of profit and the like whether or not in the contemplation of the parties, whether based on breach of contract, delict, product liability or otherwise, even if advised of the possibility of such damages.
- Where TOTAL provides links to websites operated by anyone other than TOTAL, TOTAL is not responsible for the control of, or the material on such sites. Consequently, by providing a link to other websites TOTAL does not endorse the material on such sites nor the owner or managers of such website.
- These terms and conditions shall be governed by the laws of the Republic of South Africa