

**THE STANDARD BANK OF SOUTH AFRICA LIMITED (STANDARD BANK/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) 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 Leisure Desk (details of the Leisure Desk are contained at clause 3.1 below) (**Offer**):

<b>Class of ticket</b>	<b>Discount</b>
Special and saver of any class	0%
Economy	Up to 20%
Business	Up to 15%
First	Up to 10%

- 1.2 ***The Offer is only applicable to the Emirates Airlines Flex category of flight tickets for the above discounted classes.***

- 1.3 This Offer starts at 00h00 on Saturday 1 April 2023 and ends at 23h59 on Monday, 31 March 2025 (**Offer Period**).

**2. WHO QUALIFIES FOR THIS OFFER**

To qualify for this Offer, you must:

- 2.1 be 18 years or older;
- 2.2 permanently reside in the Republic of South Africa; and
- 2.3 be the holder of a valid Standard Bank personal credit, corporate credit or personal cheque 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 by:

- 3.1.1 calling 087 236 6557; or
- 3.1.2 emailing [info@leisuredesk.co.za](mailto:info@leisuredesk.co.za);

during the Offer Period to book your Emirates Airlines flight tickets and use your Card to pay for these tickets.

- 3.2 ***You may only take up this Offer during the Offer Period and are permitted to book a maximum of 9 (nine) flight tickets with this Offer, based on availability. If more than 9 (nine) tickets are booked at one time, this will be considered a group booking and will not qualify for the Offer. All tickets may not be available at the same rate due to availability.***

- 3.3 ***Please note that the Offer does not apply to Emirates Airlines flight tickets booked or purchased:***

- 3.3.1 on [www.emirates.com](http://www.emirates.com) or any online channel;

- 3.3.2 **using UCount Rewards points or any other loyalty program rewards or points;**
- 3.3.3 **through any travel agent or travel desk which is not the Leisure Desk above.**
- 3.4 **All flight ticket booking requests received after 5pm, Monday to Friday, are quoted using the price available the next working day.**
- 3.5 **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.**
- 3.6 **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 We are the promoter of the Offer. Any reference to **we/us/our** includes our directors, sponsors, agents or consultants, where the context allows for it.
- 4.2 These Terms apply to the Offer and to all information (including promotional or advertising material that is published) in relation to the Offer.
- 4.3 **You will not benefit (or will forfeit your benefit) under this Offer if you breach these Terms or the terms and conditions set out in clause 3.5 above, at any time.**
- 4.4 **We are not responsible for any loss or damage which you or any third party may suffer as a result of you taking up the Offer.**
- 4.5 **We are not responsible if you are not able to successfully take up the Offer for any reason, including because of an interruption in services or a technological failure.**
- 4.6 **We reserve the right to amend these Terms.**
- 4.7 **We can end the Offer with immediate effect with or without notice to you. If this happens, you waive (give up) any rights, which you may have against us and you will have no claim against us.**
- 4.8 If there is a dispute in respect of these Terms or the Offer, our decision is final and binding and no correspondence will be entered into.
- 4.9 The Offer cannot be used together with any other similar offer or campaign promoted by us or Emirates Airlines.

## 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 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/add-ons (such as lounge access, transfers etc).***

1.3 ***The Offer does not apply to any “Special” or “Saver” air fares (including K Class), on any class of travel, offered by Emirates Airlines.***

1.4 ***The Offer does not apply to First Class Advance purchase and First Class Saver/Special fares***

1.5 ***All applicable taxes, fees and fuel surcharges are excluded.***

1.6 ***Flight tickets that are booked with mixed qualifying classes, ie, 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 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 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, Leisuredesk. 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:***

2.8.1 ***Service Fee's applicable over and above Emirates airlines costs to Change or Refund as per below:***

2.8.1.1.1 **Change/ Reissue: R150 Service Fee**

2.8.1.1.2 **Cancellation: R150 Service Fee**