



COMPETITION RULES

1. This competition is organised by the Nando's FireStarters Team (hereafter also referred to as the "Promoter").
2. All participants opting into the Lucky Draw participation, through their FireStarter membership and completion of surveys, agree to be bound by these "Competition Rules" which will be interpreted by the Promoter or its appointed agents in its sole, absolute and unfettered discretion and whose decision regarding any dispute will, subject to any consumer rights under the Consumer Protection Act, be final and binding.
3. These rules may be amended by reasonable notification at any time during survey/month and will be interpreted by the Nando's FireStarters Team only. Participation by the panel member constitutes acceptance of these rules.
4. The Promoter reserves the right to amend, modify, change, postpone, suspend or cancel this competition and any prizes (which have not yet been subject to a draw), or any aspect thereof, without notice at any time, and for any reason which the Promoter reasonably deems necessary.
5. The type, format, nature and quantity of the prize(s) is at the Promoter's discretion and could vary from month to month. The Promoter reserves the right to substitute prizes with any other prize(s). The Promoter, or any other party associated with the FireStarters panel and competition, their associated companies, agents, contractors and sponsors and any personnel involved in FireStarters or the Lucky Draw, shall not be liable for any costs incurred by participants or winners for participation in the Lucky Draw or in claiming the prize.
6. The following categories of persons are deemed to be "Disqualified Persons" and are not eligible for participation:
 - a. any employee, director, member, partner, agent or consultant or any person directly or indirectly who controls or is controlled by the Promoter and / or



- b. immediate family members of any employee, director, member, partner, agent or consultant of or person indirectly or directly in control of, or controlled by, the Promoter and / or
 - c. the Promoter's advertising agencies, advisers, dealers, suppliers and franchisees, its affiliates and/or associated companies.
7. Upon successful participation, panel members stand a chance to win lucky-draw prizes. To enter and stand a chance to win a prize, panel members must successfully complete the profiling questionnaire (PQ), opt-in to the "Nando's FireStarters" community panel and complete at least 1 (one) research survey, when invited, during the calendar month of the lucky-draw.
8. The online research community panel operates as follows:
 - a. Prospective panel members will be invited to join the panel and will qualify for the research panel based on successful completion of the profiling questionnaire (PQ) and provided their usage profile meets the requisite criteria for the community panel.
 - b. A panel member will then be invited to complete a survey, if selected in the panel sample for a specific survey.
 - c. The panel member will then be required to accurately complete the survey provided to them from the Nando's FireStarters online community panel.
 - d. At the end of each month, all panel members who have successfully participated in at least 1 (one) research survey will automatically be entered into the lucky draw related to that particular survey during a specific month.
 - e. For every research survey completed during a particular month, panel members will receive 1 (one) entry into the lucky draw for the particular survey during that month in question (e.g. should a panel member complete 2 (two) surveys during a calendar month, they will receive 2 (two) entries into the lucky draw for that particular month.
9. Lucky Draws will take place monthly, based on the panel member's successful participation in any one of the market research surveys run on this online community during that calendar month.



10. Lucky draws will take place on the last day of every month, provided that there was at least 1 (one) survey launched from the Nando's FireStarters online community panel during that particular month. Should the last day of the month fall either on a Saturday, Sunday or Public Holiday in the Republic of South Africa, then such draw shall take place on the next succeeding day which is not a Saturday, Sunday or Public Holiday.
11. Winners of prizes will be selected by way of a random selection draw, and the Nando's FireStarters Team will notify each winner either telephonically or by way of e-mail. Contact will be made using the panel members/winner's details as provided by him/her to join the Nando's FireStarters online community. If, however, the winner(s) cannot be reached after 3 (three) contact attempts have been made during normal business hours within a period of 72 (seventy-two) hours, for any reason whatsoever, the prize will be forfeited, and another winner will be selected in accordance with the Competition Rules at the sole and absolute discretion of the Promoter.
12. Winner(s) must be able to identify themselves in a manner determined by the Promoter, as the participant in the research survey. In support of this, the Promoter will require the winner(s) to complete and submit an information disclosure agreement and indemnification to enable the Promoter to ensure compliance with these competition rules and the Consumer Protection Act 68 of 2008. Should any winner refuse or be unable to comply with this disclosure request, for any reason whatsoever, such winner will be deemed to have rejected the prize(s) and it shall revert to the Promoter.
13. The Promoter reserves the right to withhold a prize(s) until it is satisfied that the claim by the winner(s) is valid. The Promoter may refuse to award the prize(s) if these Competition Rules have not been adhered to or if it detects any irregularities or fraudulent practices.
14. Winner(s) will be advised on arrangements in respect of delivery / claiming of their prize(s), at the point at which they are informed that they are a winner.
15. The prizes cannot be transferred or exchanged for their cash value.



16. The Nando's Fire Starters Team reserves the right, at any time, to verify the validity of entries and to disqualify any panel member who is in breach of the Rules. Failure by the Nando's FireStarters Team to enforce any of its rights, at any stage, does not constitute a waiver of those rights.
17. The Nando's FireStarters Team's decision regarding all matters relating to the lucky-draws will be final and binding and no correspondence will be entered into.
18. All participants and the winners agree to make available to the Promoter their personal information (necessary for the purposes of the surveys and this competition) and agree that the Promoter may process such personal information in this regard. The FireStarter's Privacy Policy should be referenced for how personal information is collected, stored and protected.
19. The Promoter require the winners, and/or their partners, be identified, photographed and the photographs published in printed media, or to appear on radio and / or television when accepting their prize(s) and / or after having received their prize(s). The winners and / or their partners can decline the publication of their identity, images and participation in the Promoter's marketing material in so far as it relates to this competition.
20. The Promoter is not liable for any guarantees or warranties associated with prizes or use of the prize(s), nor are they liable for any defect(s). All risks and ownership of the prize shall pass to the winner on transfer / delivery thereof and hence all the Promoter's, or any other person's or parties associated with the research survey and competition, obligations regarding the survey as well as regarding the prize, shall terminate.
21. All eligible participants and the winners, as the case may be, hereby indemnifies the Promoter, its advertising agencies, advisers, nominated agents, suppliers and outlets, its affiliates and / or associated companies against any and all claims of any nature whatsoever arising out of and / or from their participation in any way howsoever in this promotional competition; including, as a result of any act or omission, whether as a result of negligence, misrepresentation, misconduct or otherwise on the part of the Promoter and / or use of the prizes.



22. If required by the Minister for Trade and Industry, the Lotteries Board or for any other reason whatsoever, Nando's will be entitled to terminate the lucky draws immediately without notice to entrants. In such an event all entrants and / or winners hereby waive any rights which they may have against the Promoter.
23. Neither the Promoter nor any other person or party associated with the research survey and competition, shall be responsible for any loss or misdirected entries, including entries that were not received, due to any failure of hardware, software, or other computer or technical systems.
24. Should a participant have entered this competition, and no longer wishes to be included in the draw, they can opt-out of the competition by contacting support@firestarters.co.za.
25. A copy of these Competition Rules, the FireStarter's Privacy Policy and Terms of Use Policy and can be obtained by contacting support@firestarters.co.za.
26. All queries in connection with the Lucky Draws and competition, should be directed to support@firestarters.co.za.