

## GENERAL FACEBOOK & INSTAGRAM COMPETITIONS (“COMPETITION”)

### COMPETITION TERMS & CONDITIONS (“T’s & C’s”)

Date these T’s and C’s were first published: 25 November 2025

Date these T’s and C’s were last changed: N/A

These T’s & C’s, as may be amended from time to time, explain your rights and duties in respect of the Competition. If you take part in this Competition and/or accept any prize, these T’s and C’s will apply to you. Please read the T’s and C’s carefully and pay special attention to all the terms printed in bold.

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| 1.                           | <b>Competition name:</b>                                      | All Facebook Social Media Competitions                                                                                                                                                                                                                                                                                                                                                  |
| 2.                           | <b>Promoter’s details:</b>                                    | This Competition is conducted and organised by <b>Segonyana Mall</b> (“Mall”).<br>In these T’s & C’s we refer to the promoter as “the Mall” and the entrants as “the Participant(s)” or “you”.                                                                                                                                                                                          |
| <b>IMPORTANT INFORMATION</b> |                                                               |                                                                                                                                                                                                                                                                                                                                                                                         |
| 3.                           | <b><u>Eligibility:</u><br/>Who may enter the Competition?</b> | To enter the Competition, a Participant must be: <ul style="list-style-type: none"> <li>i. 18 years or older and in possession of a valid South African identity document or passport;</li> <li>ii. have access to the internet; and</li> <li>iii. have a Facebook account.</li> </ul>                                                                                                  |
| 4.                           | <b>Who cannot enter the Competition?</b>                      | The Competition may not be entered into by any director, member, partner, employee, agent, consultant, tenant of the Landlord at the Mall, the marketing service providers and/or any person who directly or indirectly controls or is controlled by these entities, including their spouses, life partners, business partners or immediate family members.                             |
| 5.                           | <b>Competition Period:</b>                                    | The Competition will run from the dates as specified in the competition post (“Competition Period”). Any entries received after the Competition Period will not be considered.                                                                                                                                                                                                          |
| 6.                           | <b>How to enter?</b>                                          | To enter the Competition, a Participant will be required, for the duration of the Competition Period, to: <ul style="list-style-type: none"> <li>I. Visit the Mall’s official Facebook page <b>@Segonyana Mall</b> (“Page”);</li> <li>II. Navigate to the Competition post (“Competition Post”);</li> <li>III. Follow the entry mechanism as stated in the competition post.</li> </ul> |
| 7.                           | <b>Limitation on entries</b>                                  | A Participant may enter as many times as s/he wishes during the Competition Period and can only win once per draw.                                                                                                                                                                                                                                                                      |
| 8.                           | <b>How will the Winner/s be selected?</b>                     | Upon expiry of the Competition Period, the Mall will randomly select the winner(s) (“Winners”) using an automated random winner generator.                                                                                                                                                                                                                                              |
| 9.                           | <b>Winner announced on</b>                                    | The Winners will be announced on the Mall’s official Facebook Page by no later than the date stated in the competition post, or at such later date that the Mall deems fit.                                                                                                                                                                                                             |

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| 10. | <b>The prizes</b>                                       | <p>Each Winner shall receive the prize as stated in the competition post (“Prize”). The Prize is courtesy of the Mall and subject to the terms and conditions that may be imposed by the Mall or the Participating Merchant from time to time.</p> <ul style="list-style-type: none"> <li>None of the prizes are transferable and will not be changed, deferred or exchanged for cash for any reason whatsoever.</li> </ul>                                                                                                                                                                                                                                                                                            |
| 11. | <b>How will the Winner/s be informed?</b>               | <p>The Mall will use all reasonable efforts to contact the Winners through their Facebook on their comment during trading hours. If the Mall is unable to contact or reach a Winner within <b>14 (fourteen) days</b> of having announced the Winners, the entry by that person will be disqualified, and a further random draw will be conducted by the Mall to determine another Winner.</p>                                                                                                                                                                                                                                                                                                                          |
| 12. | <b>Upliftment of prizes</b>                             | <p>Once the Winners have been announced, a representative of <b>Segonyana Mall</b> will contact each Winner directly to confirm the details of when and where the Prize can be collected.</p> <p>The Winner must:</p> <ul style="list-style-type: none"> <li>(i) appear in person at Segonyana Mall or at the agreed collection point; and</li> <li>(ii) provide a valid identity document (ID) or passport upon upliftment of the Prize.</li> </ul> <p>The Winner acknowledges and accepts that s/he may be required to complete a waiver before the prize can be handed over. The Mall reserves the right to withhold the Prize until the Winner completes the same.</p>                                             |
| 13. | <b>Deadline for claiming prizes</b>                     | <p>If the Winner does not collect the Prize within <b>14 (fourteen) days</b> of being informed that he/she has won, the Competition shall end without the Mall awarding the Prize or contacting a runner-up.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 14. | <b>Data usage and Privacy policy</b>                    | <p>Participants are fully aware that in order for the Mall to offer the Competition, the Mall may collect and use personal information of the Participants, including but not limited to:</p> <ul style="list-style-type: none"> <li>a. First name and surname;</li> <li>b. Physical address;</li> <li>c. Email address;</li> <li>d. Mobile number; and/or</li> <li>e. Images/photographs.</li> </ul> <p>Personal information provided may, subject to prevailing law, be used for future marketing activity by the Mall, unless the Participant duly opts out. The Mall warrants that personal information will be treated confidentially and not shared with unauthorised third parties, unless required by law.</p> |
| 15. | <b>Platform where these T's &amp; C's can be found:</b> | <p>For the duration of the Competition Period, a copy of these T's and C's can, at no cost, be found on the following website: <a href="https://segonyanamall.co.za/">https://segonyanamall.co.za/</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 16. | <b>General terms</b>                                    | <p>I. The Mall reserves the right to terminate the Competition with immediate effect before the end of the Competition Period at any time, if deemed necessary in its sole discretion or if circumstances</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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|     |                                                                                               | <p>arise outside of its control. No Participant will have any claim against the Mall for such termination.</p> <p>II. The Mall shall not be responsible for any lost, delayed, or misdirected entries due to technical failures.</p> <p>III. Participation in the Competition constitutes automatic acceptance of these T's &amp; C's.</p> <p>IV. Winners may not win any Mall competition more than once in a 30-day period.</p> <p>V. Winners may be photographed for promotional purposes relating to the Mall. Winners will be given the option to decline publication of their images.</p> <p>VI. The Mall does not warrant that participation will result in winning a Prize or that the Prize will meet the Winner's unique requirements.</p> <p>VII. To the extent permissible in law, the Mall is not responsible for any accident, injury, harm, death, loss or damages arising from participation, unless caused by gross negligence or fraud.</p> <p>VIII. Participants must comply with all applicable laws, including those protecting intellectual property rights.</p> <p>IX. These T's &amp; C's will be interpreted in terms of South African law.</p> <p>X. The Mall's decision on all matters relating to the Competition shall be final and binding, and no correspondence will be entered into.</p> |
| 17. | <b>Amendment of T's and C's</b>                                                               | If considered necessary, the Mall reserves the right to amend these T's & C's by providing reasonable prior notice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 18. | <b>Any questions, comments or complaints regarding the Competition are to be directed to:</b> | Email: <a href="mailto:info@segonyanamall.co.za">info@segonyanamall.co.za</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |