

V&A WATERFRONT COMPETITION TERMS AND CONDITIONS

ENTRY AND PARTICIPATION RULES FOR THE V&A NEIGHBOURHOOD SERVICE COMPETITION 2025

1. The V&A Waterfront is delighted to announce our latest competition inviting both restaurant patrons/guests and restaurant staff to participate. This competition has two components, with prizes awarded separately to patrons and restaurant staff under the following terms and conditions.
2. **GENERAL ENTRY CONDITIONS**
 - 2.1. The competition starts at 9am on 12 August 2025 and closes at 11:59pm on 7 September 2025. No late entries will be accepted.
 - 2.2. The competition is open to Western Cape residents only.
 - 2.3. Entrants must be over the age of 18 years.
 - 2.4. The following persons are excluded from this competition and may not participate—
 - 2.4.1. a director, member, partner, employee, or agent of, or consultant to V and A Waterfront Holdings (Pty) Ltd ("V&A") or any other person who directly or indirectly controls or is controlled by V&A; and
 - 2.4.2. a supplier of goods or services in connection with this competition; and
 - 2.4.3. the spouses, life partners, business partners or immediate family members of the parties referred to in 2.4.1 and 2.4.2.
 - 2.4.4. V&A Waterfront's tenants (excluding residential tenants either renting units or owning apartments at the V&A Waterfront) and their staff.
 - 2.4.5. If you have won any V&A Waterfront competition within the last 90 (ninety) calendar days, you may not participate in this competition.
3. **HOW TO ENTER**

Patrons and guests to the V&A only:

- 3.1. Scan the QR Code
- 3.2. Complete the entry form (all fields to be completed)
- 3.3. Upload your till slip
- 3.4. Submit
- 3.5. Participants can enter as many times as they wish.
- 3.6. To enter the competition, entrants are required to eat at any of our V&A Waterfront restaurants and complete the entry form and attach their till slip.
- 3.7. All entries received that are incomplete, damaged, defaced, or illegible will be void and not eligible for entry into a competition.
- 3.8. Any waitrons and their management staff are eligible to enter the competition, provided they work for an eatery within the V&A Waterfront precinct during

the competition period. Their entry is dependent on the entry process initiated by the patrons.

4. WINNER SELECTION

- 4.1. There are 3 (three) sets of prizes being awarded: the grand prize for patrons and guests to the V&A Waterfront; weekly prizes for waitrons and an overall prize for the best-performing restaurant.
- 4.2. The grand prize for patrons and guests
 - 4.2.1. The main prize winner of the R10 000 V&A Waterfront Gift Card will be drawn from all the entries received on the 2nd of September 2025, by 3pm. The draw will be done via random digital system selection.
- 4.3. Weekly prizes for waitrons
 - 4.3.1. The weekly waitron winners will be selected based on the number and quality of patron entries and reviews received for each respective week. Only waitrons who receive an average rating of 4 out of 5 or higher will be eligible for that week's prize draw. All qualifying waitrons will be entered into a random draw to determine the weekly winners.
 - 4.3.2. For the first full week of the competition, there will be double winners in each category to account for the shortened period of week 1 (8-10 August 2025). This means 4 (four) winners from fast food and 4 (four) from sit-down restaurants.
 - 4.3.3. The best overall waitron across all weeks will receive a R2 500 V&A Waterfront Gift Card prize.
- 4.4. Overall Prize For The Best-Performing Restaurant selection:
 - 4.4.1. At the end of the campaign, the restaurant with the highest aggregated ratings over the competition period, based on waitron performance will be selected as the best-performing restaurant.

5. PRIZES

- 5.1. Waitron & Restaurant Prizes
 - 5.1.1. There will be a grand total of 16 (sixteen) prizes for waitrons. First prizes of two (2) x R1000 V&A Gift Card vouchers and runner-up prizes of two (2) x R500 Time Out Market gift cards will be awarded per week for a duration of 4 weeks. The weekly prizes encompasses two prizes for best rated fast food waitrons and two prizes for best rated sit-down restaurant waitrons.
 - 5.1.2. Winners will not be allowed to win more than once in the 4-week period. Should they win for a second or more time, the next best waitron that hasn't won more than once will be awarded the prize.
 - 5.1.3. However, the weekly scores, will contribute to the best overall waitron prizes. for both sit-down and fast-food eateries.
 - 5.1.4. Prize winners will be announced weekly on V&A's social media platforms.

- 5.1.5. At the end of the 4 weeks, the best performing waitrons will receive a R2500 V&A Waterfront gift voucher for fast food and R2500 gift cards for sit-down based on overall scores of their overall ratings for the duration of this competition. Should there be a tie, a random digital draw will determine the overall winner.
- 5.1.6. At the of the 4 weeks, the best overall performing restaurant will be awarded a R20,000 prize to be used in a manner that benefits its staff. Restaurant management will decide best to use the prize, in a manner that supports the wellbeing of most of the team.
- 5.2. The main prize for patrons and guests consists of the following: 1 (one) x R10 000 V&A Waterfront Gift Card

6. **GENERAL RULES AND INFORMATION**

- 6.1. You may obtain a copy of the competition rules from the V&A Waterfront's Website.
- 6.2. By entering this Competition, you agree to be bound by these rules which will be interpreted by the V&A Waterfront, whose decision regarding any dispute will be final and binding.
- 6.3. Proof of identity in a form of a South African ID document or a valid passport will be required to collect prizes and the V&A reserves the right to refuse handing over of a prize to any winner who refuses to or cannot provide sufficient documentation to verify his/her identity.
- 6.4. You may be required to provide the V&A with additional information as it may be reasonably required to process and to facilitate your acceptance and/or use of a prize.
- 6.5. It is your responsibility to provide accurate and truthful information on the entry form. If you are selected as the main prize winner but, despite reasonable efforts, V&A is unable to contact you based on the information that you provided on the entry form, within 7 (seven) days from the day the winners are drawn, the V&A Waterfront reserves the right not to award the main prize to you. A new winner will be drawn to receive the prize.
- 6.6. You may not win a prize if it is unlawful for the V&A Waterfront to supply such a prize to you. If you do win such a prize, you will forfeit it.
- 6.7. All prizes are subject to sponsors' conditions in terms of usage period and/or expiry dates. Conditions will be disclosed upon receipt of prizes. Failure to comply with these conditions could mean forfeiture of prize.
- 6.8. All Winners will be required to provide their names, ID or passport numbers and contact details and to sign an acknowledgement of receipt of the Prize when collecting their prize.
- 6.9. You must obtain and possess, at your cost and expense, whatever documents and permissions that may be required to accept and use a prize, and which documents and permissions must remain valid in such minimum form and for such minimum period after the prize date as may be required by the relevant authorities.
- 6.10. Reasonable arrangements will be made with the winners with regards to collection of the prizes. Once such arrangements are made and agreed to by

both parties, then if the winner fails to collect their prize within 3 months, they will forfeit such prize.

- 6.11. The prizes are non-transferable and cannot be exchanged or converted to cash.
- 6.12. Where Participants/Winners consent to take part in the competition's publicity campaigns, they will not be entitled to any remuneration for such participation and all materials arising from such participation will be the sole property of the V&A Waterfront.
- 6.13. The Winner agrees to the use of his/her name and image in any publicity material without any compensation for it. Any personal data relating to the Winner, or any other entrants will be used solely in accordance with current Consumer Protection Act (CPA)/ the Protection of Personal Information Act (POPI) and will only be used to fulfill the purpose in these terms and conditions.
- 6.14. Entry into the Competition will be deemed as acceptance of these terms and conditions.
- 6.15. This Competition is in no way sponsored, endorsed, or administered by, or associated with Facebook, Twitter, or any other Social Network.
- 6.16. In the event of unforeseen circumstances or causes beyond our reasonable control, the V&A Waterfront 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, for any reason which the V&A Waterfront reasonably deems necessary. Such a decision shall be published on V&A Waterfront 's website: www.waterfront.co.za. It is your responsibility to check the Website from time to time for any such changes
- 6.17. The V&A Waterfront reserves the right to extend the duration of the Competition Period if the V&A Waterfront has not received the minimum number of qualifying entries for the Competition Period.
- 6.18. The winner selection is final, and no correspondence will be entered into.
- 6.19. Income and other taxes, if any, are the sole responsibility of the winner.
- 6.20. Each entrant agrees not to submit any entry that infringes any third-party intellectual property rights, or any other rights, including without limitation, copyright, trademark, patent, trade secret or confidentiality obligations, or otherwise violates applicable law.
- 6.21. All entries become the property of V&A Waterfront and will not be acknowledged or returned.
- 6.22. Neither V&A Waterfront nor its directors, members, employees, agents, or representatives shall be liable for any loss or damage suffered by participants because of participating in the competition, save where such loss or damage is a result of the negligent or intentional acts of V&A Waterfront and/or its directors, members, employees, agents, or representatives.
- 6.23. By entering this competition, the entrant agrees to receive marketing material relating to future promotions from the V&A Waterfront. Entrants may opt out of such communication at any time by clicking the unsubscribe link provided in the communication.