

JUMBO REWARDS PROGRAM - TERMS & CONDITIONS

1. General Definitions

- **“The Company” / “We” / “Us”** – Refers to **Manrik Hotels & Lodges** and its affiliated hospitality establishments, namely **Samco Holdings Limited** trading as **Eka Hotel, Eka Hotels Limited** and **Ol Tukai Lodge Limited**.
- **“Customer” / “Member” / “You”** – Refers to an identified or identifiable natural person who is a member or potential member of the JUMBO REWARDS Program.
- **“Jumbo Rewards Program”** – Refers to the customer loyalty and rewards program designed and operated by Manrik Hotels & Lodges to appreciate and reward repeat guests within its affiliated hospitality establishments.
- **“Loyalty Points”** – Refers to reward units earned by Members that determine eligibility for benefits such as discounts, complimentary stays, special offers, or partner rewards.
- **“Loyalty Program Member”** is an individual over 18 years old, who will be registered in the Loyalty program and issued a membership number/account. The membership number/account is personal and non-transferable, and cannot be transmitted to any third parties, under any circumstances. Whenever the participant wants to enjoy the applicable benefits, such intentions must be communicated to the Loyalty Program Manager at the respective Manrik Hotels & Lodges establishments.
- **“Active”** refers to members who have actively used their membership by earning and redeeming points.
- **“Benefits”** are the exclusive amenities and services provided to a Member depending on the points the member has earned.
- **“Points”** are the membership level points earned by a member using the Jumbo Loyalty Program.
- **“Rewards”** means specified goods or services to be provided by Manrik Hotels & Lodges to a Member in exchange for the Jumbo points.
- **“Website”** refers to Jumbo Loyalty Program website operated by or on behalf of Manrik Hotels & Lodges where a Member or Staff of Manrik Hotels & Lodges establishments can access details of the Program and manage their Membership.
- **“Transaction”** The act of crediting or debiting points from a Member's account.

2. What is the Jumbo Loyalty Rewards Program?

The JUMBO REWARDS Program is a loyalty program designed to recognize and reward our repeat guests. Members earn redeemable points for every qualifying purchase, stay, or service at EKA Hotel properties.

Membership is **free** and open to individuals aged **18 years and above**.



3. How to Join

You can register for the EKA JUMBO REWARDS Program through any of the following channels:

- Visit any **Manrik Hotels & Lodges hospitality establishments** locations:
 - EKA Hotel, Mombasa Road – Nairobi
 - EKA Hotel, Rupa's Mall – Eldoret
 - Ol Tukai Lodge, Amboseli National Park
- Online at: <http://eka-hotel.web.pa-id.co/register>
- Or call our **Loyalty Program Manager** or **Guest Relations Office** on:
EKA Nairobi – 0719045000 or email gro@ekahotel.com
EKA Eldoret – 0111150000 or email reservations@ekaeldoret.com
Ol-Tukai Lodge Amboseli – 0726249697 or email reservations@oltukailodge.com

Important:

Manrik Hotels & Lodges will never ask for sensitive personal details such as race, ethnicity, political affiliation, income, education, sexual orientation, or religion.

By registering, you consent to receive marketing and promotional communications strictly related to The Company's products, services, and events.

Eligibility Restrictions:

Employees, partners, suppliers, distributors of Samco Holdings Limited and their immediate family members are **not eligible** to join or benefit from the program.

4. Earning & Redeeming Points

- Registered Members earn points for every eligible stay, visit, or purchase at any of the following properties:
 - EKA Hotel Nairobi
 - EKA Hotel Eldoret
 - Ol Tukai Lodge Amboseli
- An "Eligible Stay, visit, or purchase" monetary spend at The Company's Property(ies), during which you paid an Eligible Rate.
- An "Eligible Rate" is the rate you pay for your services at The Company. This excludes: employee stays, complimentary stays, FAM Trip stays, Special promotion offers, unless otherwise specified), lay-overs, crew stays, contracted rates, negotiated rates, third party bookings.
- Members can earn points on: Accommodation, Food and Beverage, Laundry Services, Spa Treatments.

Jumbo Rewards



- Members will not earn points on: Events e.g. Weddings, All types of Conferences, Outside Catering Services, Gift Shop, Taxi or Shuttle Services, Car Hire Services and Third-party services.
- Points can be redeemed at any of the locations above.
- Redemption options, thresholds, and qualifying criteria may change from time to time at the sole discretion of The Company.
- Members may check their points balance:
 - At any hotel customer service desk, or
 - Online via <http://eka-hotel.web.pa-id.co/login>
- Advance reservations request is required and members must indicate that the reservations is for the will partly or fully settled through the rewards redemption.
- Redemption bookings can only be done within 48 hours of check in date and subject to availability.
- Manual postings and crediting of points may take up to 5 business working days from day of check out.

6. Monetary Value of a Jumbo Rewards Point on Earning.

- A member earns 1 point for every 100 Kenyan shillings less taxes on spend subject to terms and conditions.
- Jumbo Rewards points earned have no monetary value and the points cannot be equated to cash.

7. Change of Details, Opt-Out & Account Termination

Members may update personal details or opt out of the program via the following channels provided in clause 3.

Changing your registered phone number must be requested via email contacts provided on clause 3 and may take up to **three (3) working days** to process after verification.

The Company reserves the right to **suspend or terminate** a membership in cases of:

- Suspected or actual fraud, abuse, or misuse of points
- Violation of program terms and conditions

Termination decisions are at the Company's sole discretion and may be executed **without obligation to disclose reasons**.

In cases of fraud, the Company reserves the right to take appropriate **legal action** to recover any losses or damages.



8. General Terms and Conditions

- These Terms and Conditions govern the contractual relationship between (The Company) and Jumbo Loyalty Program members.
- The JUMBO Loyalty Program is offered at the **sole discretion** of Manrik Hotels & Lodges.
- The Company may reject any registration request without obligation to provide a reason.
- Loyalty points will **expire** if an account remains **inactive for 12 consecutive months** following the last qualifying activity.
- Members found engaging in fraudulent or criminal activities affecting the Company's business may be deregistered and subject to legal action.
- Membership is not transferable and may only be utilized by the member.
- The withholding or termination of Membership may result in the loss of all Points accumulated at the time of such withdrawal or termination.
- The Company reserves the right to amend, update, change or delete any aspect of the Program at any time. This includes the Terms and Conditions and Program rules, points, Tiers, Tier eligibility, Benefits, Rewards and promotional offers, even if such changes may affect the value of the points, rewards and benefits already collected by the Member. It is the responsibility of each Member to remain aware of any such amendments, updates or changes by acceding the information on the T&C's on the website.
- The Company will endeavor to advise Members of matters of interest, including notifying them of changes to the Program, promotions and other offers.
- To qualify for a Reward (a "Reward"), the Member must have sufficient Points in his or her account to redeem the Reward.
- When a Reward is requested, the corresponding number of Points will be deducted from the Member's account.
- The Reward may be issued to the Jumbo Rewards Member, or to any other person, as directed by the Member. Once issued, the Reward is not transferable and may be used only by the individual named on the Reward.
- Rewards may not be sold or transferred. Any Reward obtained in that manner without the required consent will be considered to have been fraudulently obtained and deemed void.
- Rewards may not be combined with other discounts or promotional offers unless otherwise specified in writing by The Company.
- Rewards cannot be redeemed for cash, prizes or credit.
- All Rewards must be redeemed in strict accordance with the procedures specified on the Terms and Conditions.



9. Data Handling & Privacy

The Company is committed to protecting your personal information in compliance with applicable data protection laws.

- All customer data is handled confidentially and securely to prevent loss, damage, or unauthorized access.
- Limited access may be granted to approved third-party service providers strictly for **email and SMS marketing** purposes related to The Company.
- Purchase and engagement data may be used to **personalize your experience** and recommend suitable products or services.
- In the terms of the applicable law, and in the scope of his/her participation in the Jumbo Loyalty Program, the participant explicitly authorizes that the personal data provided to The Company or gathered during the rendering of the services by the hotel included in the context of the Program, is collected and processed by any company that is part of the Manrik Hotels & Lodges.
- The data processing referred to in the previous number is intended for the Management and operation of the Jumbo Loyalty Program namely concerning the service rendered to the participants of sending commercial information, by electronic mail, mobile phone, telemarketing or mail, regarding products and services of The Company as a whole, as well as on products and services of third parties, namely connected with the leisure, tourism and food and beverage sectors.
- The terms and conditions of the Jumbo Loyalty Program are governed in accordance with the laws of Kenya and in the event of a dispute; the proper venue for litigation will be in Kenya. The prevailing party in the event of litigation shall be entitled to recover its court costs and reasonable attorney fees.

For more information about how we handle your data, please contact us through the contact information provided in clause 3.

10. Changes to Terms & Conditions

- EKA Hotel reserves the right to **change, modify, or update** these Terms & Conditions at any time and at its sole discretion.
- Any changes will be published on our website and will take effect immediately upon posting.