

**STANDARD TERMS AND CONDITIONS OF PROMOTIONS FOR THE VISA AND GLOVO FESTIVE CAMPAIGN PROMOTION.**

Please read these Standard Terms and Conditions of Promotions and the corresponding Special Terms and Conditions of Promotions carefully.

**Article 1: Definitions**

The following definitions apply for the purposes of these Standard Terms and Conditions of Promotions:

Terms and Conditions of Promotions	The Terms and Conditions of Promotions apply to consumer promotions organized by Visa and Glovo Kenya Limited.
Participant	The person who participates in the promotion and who is entitled to do so on the basis of Article 2 of these Standard Terms and Conditions of Promotions
Promotion	Promotional competition or promotional action, as described in the Special Terms and Conditions of Promotions.
Promotion Area	The territory where the promotion takes place. This Promotion only pertains to any order on Glovo that has been by Visa
Promotion period	The period the promotion runs until 7 <sup>th</sup> January 2022
Benefit	Any benefit that is obtained during a promotion, which in this case, it will be a 'free delivery on your next order' for every completed order paid with a Visa card.

**Article 2: Participation**

1. When the user orders from the Glovo app from select food and groceries partners (KFC, Pizza inn, Java House, Chicken Inn, Glovo Express and Naivas) and pay with their Visa card for goods worth Ksh 1,500 and above, they get rewarded with a free delivery on their next order. After the order has been delivered, the user will receive an email, push notification and in app message with a link that the user will click to autofill the free delivery into their Glovo account.
2. The participant must have an account on Glovo and they must place the order and the order has to be completed.
3. In the event of misuse, fraud, manipulation, circumvention or a breach of the terms and Conditions of Promotions, Glovo Kenya limited is entitled to exclude participants or groups of participants. Glovo Kenya Limited is entitled to do this on the basis of a suspicion and is not bound to inform the participant or to provide proof.
4. By participating in the promotion, the participant states to agree to the terms and Conditions of Promotions.
5. The participant can only participate in the promotion during the promotion period and only in the manner described in the Special Terms and Conditions of Promotions.
6. If a participant participated in the promotion in breach of the terms and Conditions of Promotions, Glovo Kenya Limited reserves the right to exclude the participant from this promotion.

**Article 3: The Benefit**

1. The benefit is strictly personal, non-exchangeable for goods and/or services and not transferrable.

**Article 4: Exclusion of liability**

1. Glovo Kenya Limited or Visa is not in any way liable for costs and additional expenses a Participant would have to incur in connection to the use of the benefit.
2. Except for gross negligence or intent, Glovo Kenya or Visa is not liable for damage caused when using the benefit.
3. Glovo Kenya Limited or Visa is not responsible or liable in the event of fraud by participants.

**Article 5: Complaints**

1. Anybody with questions, complaints or comments may go to the menu section on the Glovo app and click on help to chat with the customer support team

**Article 6: Final Provisions**

1. Glovo Kenya and Visa are entitled to amend these terms and Conditions of Promotions, without stating reasons, or to cancel the promotion, if, in the light of statutory or regulatory provisions or interpretations thereof by government bodies, the promotion cannot be continued or cannot be continued unchanged, if the further implementation of the promotion is actually or otherwise impossible or impossible under the same conditions or if the circumstances concerning the promotion have changed to such an extent that its continued progress involves unreasonable or disproportionate extra costs or difficulties for Glovo Kenya limited or Visa.