

**KENA HEALTH FIRST – FIRST CONSULTATION FREE TO THE FIRST 500 CUSTOMERS  
PROMOTIONAL CAMPAIGN TERMS AND CONDITIONS**

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1. The “Promoters” are Kena Health (Pty) Ltd (“Kena Health”) and Shoprite Checkers (Pty) Ltd (“Shoprite Checkers”).
2. The ‘Kena Health – First Consultation Free To The First 500 Customers’ campaign (“Promotion”) is available to persons (“Customers”) who are at least 18 years old and are in possession of a valid identity document, passport, work permit or other documentary proof of South African residency.
3. Customers who wish to access or make use of the Promotion agree to be bound by these terms and conditions.
4. The Promotion will be available to Customers from 8 November 2024 to 31 January 2025, or until the Promotion is redeemed by the first 500 (five hundred) Customers, or until it is terminated by the Promoter, whichever occurs first (“Promotion Period”).
5. To gain access to the Promotion, Customers must:
  - 5.1 Register a profile on the Kena Health mobile application (“App”) or on the Kena Health website;
  - 5.2 Book their first Kena Health virtual consultation, and enter the XtraCare promotional code (“Promo Code”) under the payment method section during the Promotion Period.
6. **The first 500 (five hundred) Customers who meet all of the above criteria, will be able to book their first Kena Health virtual consultation free of charge. The Promo Code is redeemable until 7 February 2025, after which the Promo Code will expire.**
7. Each Customer will only be eligible to redeem the Promo Code once.
8. The Promo Code only applies to the virtual consultation fee. Any other fees, costs or arrangements (including but not limited to follow-up consultations, referrals, prescriptions, medication etc.) will be for will be for the Customer’s own account.
9. The Promoters are entitled to refuse to honour the Promotion without being obliged to provide reasons, if a Promoter or its representatives find or suspect that:
  - 9.1 Fraud, unethical behaviour, code manipulation or cheating occurred in any way; and/or
  - 9.2 The Customer has or attempted to abuse the Promotion, or is in breach of these terms and conditions in any way.
10. Access to the Promotion does not in any way guarantee: the successful redemption of the Promo Code; or a successful virtual consultation; or availability of consultants; or Customers’ satisfaction with the use of the Kena Health virtual consultation; or that the Customer’s medical issue will be successfully resolved or treated.
11. The Promotion must be utilised during the Promotion Period. The Promotion will not be applied retrospectively.
12. A copy of these terms and conditions can be found on [www.termsconditions.co.za](http://www.termsconditions.co.za) and on the Kena App throughout the Promotion Period. Customers may phone 080 001 0709 if they have Promotion-related queries or complaints.
13. **Neither the Promoters nor their agents, consultants or suppliers will be liable for any direct or indirect losses, claims, injury, damage or death (“Losses”) suffered or sustained by a Customer or any other party, in any way related to the Promotion, including but not limited to Losses arising from a diagnosis made, medical advice provided or prescriptions issued by Kena Health.**
14. No Promo Codes will be reissued.
15. The Promoters are entitled to change or cancel the Promotion and/or Promotion Period without notice, if deemed necessary in its sole discretion. In the event of such change or cancellation, neither the Customers nor anyone else will have any recourse against the Promoters, their consultants, suppliers, employees or agents.
16. The use of the Kena Health services, website or App is at all times subject to the Kena Health terms of service, available on its website and App.
17. Protecting Customers’ personal information is important to Shoprite Checkers (Pty) Ltd. For more information, please refer to the data privacy statement on <https://www.shopriteholdings.co.za> .
18. The Promotion is in no way sponsored, endorsed or administered by, or associated with any supplier or social media channel of the Promoters.