

# TRA-Prize Draw Competition-Spring-Summer-2025-Mangwanani Spa voucher



[www.totalrisksa.co.za](http://www.totalrisksa.co.za)

## Terms and Conditions

1. In order to enter the prize draw, go to [www.totalrisksa.co.za/care](http://www.totalrisksa.co.za/care) and answer the following question: "Does TRA have a WhatsApp line?" via the competition entry form. No purchase is necessary to enter the prize draw. Entrance into the prize draw is free.
2. Only one entry will be accepted per person. Multiple entries from the same person will be disqualified.
3. This prize draw is open to South African residents aged 18 years or over, with the exception of any person who is a director, member, partner, employee or agent of Total Risk Administrators (Pty) Ltd ("TRA") – OR Mangwanani North Coast (Pty) Ltd ("Mangwanani") - (*collectively known as the "Promoters"*), any consultant to the Promoter, as well as any family members (the spouse, life partner, the natural or adopted parent, child or sibling) of the Promoter's employees, and any other person who is controlled by the Promoter.
4. The competition starts at 12:00 (SAST) on Tuesday the 23<sup>rd</sup> of September 2025. Entries must be received by 23h59 (SAST) on Wednesday 5th November 2025. The Promoters accept no responsibility for any entries that are incomplete, illegible, corrupted or fail to reach the Promoters by the relevant closing date for any reason. Entries via agents or third parties are invalid. Entries become the property of the Promoters and are not returned.
5. The draw will take place at 10h00 (SAST) on Thursday November 6th, 2025. The first correctly answered entrant drawn will win a Mangwanani African Spa voucher for 2 people, for a 60 minutes full-body massage, to the value of R1, 100. **Please note: It is the prize winner's responsibility to familiarise themselves with, and comply with, all terms and conditions applicable to this prize. See the Mangwanani specific voucher terms and conditions below too. \***
6. The Promoters accept no responsibility or liability for any loss or damage related to claiming the prize; or complaints due to being able to redeem the prize or not. The prize is sent at the winner's own risk. **The Promoters are not responsible for whether the prize can be claimed/redeemed within the 1-year period or not.**
7. The prize is not transferable, refundable or exchangeable for cash.
8. Prizes are subject to availability.
9. The Promoters reserve the right to vary, postpone, suspend, or cancel the competition and any prizes, or any aspect thereof, without notice at any time, for any reason which we deem necessary. In the event of such variation, postponement, suspension or cancellation, the entrants agree to waive any rights, interests and expectations that they may have in terms of this competition and acknowledge that they will have no recourse against the Promoters, their affiliates and third-party suppliers. No correspondence will be entered into.
10. The winner will be notified via email or telephone within 5 working days of the draw date. The prize must be redeemed/acknowledged by the winner within 6 months of the draw date.
11. The winner will be announced on the Promoters' social media pages, along with the winners' initials/full name, surname, and a picture of the winner, which the winner will be required to provide to the Promoters.
12. If the Promoters are unable to contact a winner within 15 days or if the winner does not claim the prize within 6 months of the draw date, the winner will forfeit the prize, and the Promoters reserve the right to re-draw a new winner under the same conditions.
13. By entering the competition ALL entrants give consent for their personal data to be used as follows:
  - a. Follow up by the Promoters regarding products / services that are administered by themselves, from time to time.
  - b. The Promoters will not use any data submitted by entrants for any other purposes and will not share this data with any other third party, except to accredited intermediaries to introduce the products and services mentioned above.
14. It is the responsibility of the entrant to ensure that any information which he/she provides to the Promoters is accurate, complete, and up to date. Should any of the data provided by the entrant in connection with this competition prove to be invalid, inaccurate, and false or misleading, the entry shall be disregarded, and the entrant shall be prohibited from entering any further competitions by the Promoter/s for a set period to be determined.
15. By entering the prize draw, each entrant agrees to be bound by these terms and conditions.
16. Copies of these terms and conditions will be made available to participants via email on request.
17. The Promoters are Total Risk Administrators (Pty) Ltd, an authorised financial services provider, FSP No 40815 (Their website is <https://totalrisksa.co.za/>); and Mangwanani North Coast (Pty) Ltd (Their website is <https://www.mangwanani.co.za/>).
18. **\*Mangwanani African Spa Voucher Terms and Conditions for this prize:** The voucher is for only two people and can be redeemed at Mangwanani Selected Boutique Spa's including Mangwanani Birchwood in Boksburg, Mangwanani Royal Elephant in Centurion, Mangwanani Ushaka at Ushaka Marine World Durban, Mangwanani Blue Marlin in Scottburgh Beach, Mangwanani Elangeni in Durban Central, Mangwanani Ballito in Dolphin Coast, Mangwanani Wild Coast at Wild Coast Casino, Mangwanani Jozini in Nsimbane Jozini, Mangwanani Cullinan in Cape Town City Centre, Mangwanani Cape Sun in Cape Town City Centre – (**excluding** Mangwanani Beverly Hills in Umhlanga Durban, Mangwanani Mhlanga Sands in Umhlanga Rocks Durban, Mangwanani Signature Spa The Capital - Zimbali & Mangwanani Zimbali Dream Spa – Lodge in KZN, Radisson branch in JHB). Voucher is valid for one year from date issued • Actual treatment is 60 minutes full body massage - may not be swapped for any other treatment. • All the above are subject to availability • Mangwanani has a strict no refunds policy. • Cancellation of bookings or no show will result in a 100% forfeit of the full booking value. • Rescheduling 5 days before your booking will carry a 10% administration fee, which is payable when rescheduling. • Rescheduling 3 days before your booking will carry a 25% administration fee, which is payable when rescheduling. • Rescheduling within 3 days of your booking will result in 100% forfeit of the booking value. • Cannot be used in conjunction with any other special offer. • Vouchers cannot be purchased for special offers. • Offer not applicable for existing bookings.

All of these terms and conditions are governed by the laws of the Republic of South Africa.