



TAME THE TANK

REFUND & CANCELLATION POLICY

Hosted by: Valor Motor Group (Pty) Ltd ("Valor")

Campaign: Tame The Tank

Campaign Dates: 11 – 13 September 2026

1. PURPOSE

This Refund and Cancellation Policy forms part of the Terms and Conditions governing participation in Tame The Tank.

By completing a registration and making payment, each registered team acknowledges that they have read, understood and accepted this Refund and Cancellation Policy.

2. REGISTRATION CONFIRMATION

A team's booking is only confirmed once:

- The official registration form has been completed.
- The registration fee has been paid in full.
- Written confirmation has been issued by Valor Motor Group (Pty) Ltd.

Registrations are allocated on a first-come, first-served basis and are subject to availability.

3. REGISTRATION FEE

The registration fee for Tame The Tank is **R2 500.00 per team**.

This fee contributes towards campaign planning, venue bookings, route preparation, catering, merchandise, campaign materials, administration and other operational costs.

A portion of every registration fee is donated to **Future Forward NPC** in support of community upliftment initiatives.

4. PARTICIPANT CANCELLATIONS

Cancellation requests must be submitted in writing to Valor Motor Group.

The effective cancellation date shall be the date on which the written cancellation request is received.

Refunds will be processed as follows:

More than 30 days before the campaign

Teams cancelling more than thirty (30) calendar days before the campaign start date will receive a refund of **75%** of the registration fee.

The remaining **25%** will be retained to cover administration and campaign planning costs.

Between 15 and 30 days before the campaign

Teams cancelling between fifteen (15) and thirty (30) calendar days before the campaign start date will receive a refund of **50%** of the registration fee.



Within 14 days of the campaign

No refund will be payable for cancellations received within fourteen (14) calendar days of the campaign commencement date.

Failure to Attend

Teams that fail to arrive or participate without providing written cancellation ("No Show") will not qualify for any refund.

5. TEAM SUBSTITUTIONS

Should a registered team be unable to attend, Valor may, at its sole discretion, permit:

- A replacement driver;
- Replacement passengers; or
- Transfer of the booking to another eligible GWM Tank 300 owner.

All substitutions:

- Must be requested in writing.
- Must be approved by Valor prior to the campaign.
- Must comply with all eligibility requirements contained in the Terms and Conditions.

Valor reserves the right to decline substitution requests submitted too close to the campaign commencement date.

6. CHANGES TO TEAM MEMBERS

Participants may amend team member details before the campaign, provided:

- The team still consists of between two (2) and four (4) participants.
- The registered driver remains eligible.
- Updated participant information is submitted before the deadline communicated by Valor.

7. CAMPAIGN CANCELLATION BY VALOR

Valor reserves the right to cancel the campaign due to circumstances beyond its reasonable control, including but not limited to:

- Severe weather conditions;
- Natural disasters;
- Flooding;
- Fire;
- Government restrictions;
- Civil unrest;
- Safety concerns;
- Venue unavailability;
- Force majeure events; or
- Any circumstance that may compromise the safety or successful operation of the campaign.



Where the campaign is cancelled by Valor before commencement, participants will be offered one of the following, at Valor's discretion:

- A full refund of the registration fee; or
- Transfer of the registration to a rescheduled campaign date.

Any donation already paid to Future Forward NPC before cancellation may not be recoverable and, where applicable, will be disclosed to participants.

8. CAMPAIGN POSTPONEMENT

Should the campaign be postponed, all registrations will automatically be transferred to the new campaign date.

Participants who are unable to attend the rescheduled campaign may submit a written refund request within seven (7) calendar days of the postponement announcement.

Refund requests resulting from postponement will be considered in accordance with the Consumer Protection Act and the circumstances giving rise to the postponement.

9. EARLY DEPARTURE

No refund, credit or partial reimbursement shall be payable to participants who:

- Leave the campaign early;
- Withdraw voluntarily after the campaign has commenced; or
- Are unable to complete the campaign due to vehicle failure, illness, injury or personal circumstances.

10. REMOVAL FROM THE CAMPAIGN

Participants or teams removed from the campaign due to:

- Breach of the Terms and Conditions;
- Dangerous or reckless driving;
- Failure to comply with safety instructions;
- Unacceptable behaviour;
- Criminal conduct; or
- Conduct bringing the campaign into disrepute,

shall not be entitled to any refund.

11. VEHICLE BREAKDOWNS

Participants remain responsible for ensuring that their vehicle is roadworthy prior to arrival.

Mechanical failure, tyre damage, accident damage or breakdown of a participant's vehicle before or during the campaign shall not entitle the participant to a refund.



12. REFUND PROCESS

Approved refunds will:

- Be paid to the original payer.
- Be processed using the original payment method where reasonably possible.
- Be processed within twenty-one (21) business days after approval.

Valor reserves the right to request supporting documentation before processing a refund.

13. NON-TRANSFERABLE BENEFITS

Campaign merchandise, participant gifts, vouchers, sponsor benefits and campaign inclusions are non-transferable, non-refundable and may not be exchanged for cash.

14. ADMINISTRATION FEES

Where applicable, administration fees retained by Valor represent reasonable costs incurred in processing registrations, campaign planning, supplier commitments and operational preparations in accordance with the Consumer Protection Act.

15. GOVERNING LAW

This Refund and Cancellation Policy shall be governed by the laws of the Republic of South Africa.

Nothing contained herein limits or excludes any rights afforded to consumers under the Consumer Protection Act, 68 of 2008.

16. CONTACT

All cancellation requests, substitution requests and refund enquiries must be submitted in writing to:

Valor Motor Group (Pty) Ltd

Email: tamethetank@vmg.co.za

Subject: Tame The Tank – Cancellation Request

17. ACCEPTANCE

By registering for Tame The Tank, each participant confirms that they:

- Have read and understood this Refund and Cancellation Policy.
- Accept the applicable refund terms.
- Understand that campaign planning costs are incurred immediately upon registration.
- Agree that this policy forms part of the Tame The Tank Terms and Conditions.