

# SANPARKS WILD CARD PROGRAMME

## Frequently Asked Questions



### **Infinity / Cashback rewards**

#### **Can I still contact the Infinity call centre to ask questions?**

Not regarding our new, and improved, *Wild Card* programme, however for all queries regarding infinity redeemable points or Cashback rewards, kindly contact infinity directly on 0861 23 4002.

#### **What happens to my Cashback rewards?**

You will not be able to earn new rewards with us, however your existing Cashback rewards can still be redeemed. You will just not be able to earn Cashback rewards at any of the wild partners after 20 October 2010. For information regarding your Cashback rewards, kindly contact infinity directly on 0861 23 4002.

#### **How can I spend the Cashback rewards I've earned?**

You can spend your Cashback rewards at infinity's redemption partners.

#### **Will the Infinity card allow me to earn Cashback rewards at Wild parks e.g. Kruger National Park and Mililwane?**

No. The earning of Cashback rewards at wild partner parks and reserves will cease as of 20 October 2010.

#### **Will the new Wild Card offer Cashback rewards or some other benefits?**

No. Cashback rewards will not be earned with the new *Wild Card* programme. You can however expect many other exciting and more relevant benefits in future. These will be implemented with a specific view to addressing the needs and wants of our loyal *Wild Card* holders, and will be addressed once the new system has been stabilized. Watch this space...

#### **Will there be a handover period while both the current infinity Wild Card and the replacement Wild Card will be accepted?**

The next three months will be the change over period. The old infinity *Wild Card* will not be valid after 1 January 2011. Any infinity *Wild Cards* sold after 20 October 2010, will not be accepted. Your current infinity *Wild Card* will be verified if still valid and you will be given access based on the validity of the current infinity *Wild Card*.

#### **How long will my current Infinity card still be valid in the wild partner parks and reserves?**

As soon as it reaches the expiry date or if the expiry date is after 31 December 2010, your existing card will be replaced, free of charge, with our new *Wild Card*, if you have updated your details on-line.