

TERMS AND CONDITIONS

1. Eligibility

1.1. Membership is open to eligible Toyota Hilux owners, regardless of:

- Year of manufacture
- Vehicle age or mileage
- Place of purchase

1.2. "Eligible Toyota Hilux owners" means individuals and corporate owners **but excludes** vehicles under operating lease and any other vehicles designated by CFAO Mobility as ineligible. For vehicles financed through a bank or other financial institution, eligibility for membership applies to the customer (the actual user of the vehicle) and not the financier.

1.3. Proof of ownership (logbook, sales agreement, or official valuation) may be required at the time of registration.

1.4. Each membership is tied to a specific vehicle identification number (VIN) and is non-transferable between vehicles.

2. Membership Registration

2.1. Members may register through the official CFAO Mobility website, USSD, QR code, or at any CFAO Mobility branch nationwide.

2.2. All registration information must be accurate and up to date.

2.3. CFAO Mobility reserves the right to verify any information provided.

2.4. Membership is valid for five (5) years from the date of registration, after which renewal will be required.

2.5. Membership automatically terminates upon sale or transfer of the registered vehicle.

3. Membership Benefits

3.1. Members gain access to exclusive offers, discounts, events, and services as communicated by CFAO Mobility.

3.2. Benefits may vary by region, partner, or promotion period.

3.3. CFAO Mobility reserves the right to modify, expand, or discontinue any benefit without prior notice.

3.4. Benefits are exclusively for registered members and are non-transferable.

3.5 CFAO Mobility reserves the right to introduce charges for services, benefits, or enhancements that fall outside the scope of the initial five (5)-year membership. CFAO Mobility may also apply renewal fees for any extension of the Hilux Owners Club membership beyond the initial five-year period. Any such charges shall be communicated through official CFAO Mobility channels and shall take effect upon the date specified in the communication.

4. Use of Member Information

4.1. By joining, members authorize CFAO Mobility to use their information for communication related to:

- Club activities
- Service reminders
- Exclusive offers
- Safety updates
- Partner promotions

4.2. Personal data will be processed in accordance with the Kenyan Data Protection Act, 2019 and the CFAO Mobility Privacy Policy

4.3. Data may be shared with approved service providers and partners solely for the purposes outlined above.

4.4. Members have the right to access, correct, update, or withdraw consent to the processing of their data by contacting CFAO Mobility.

4.5. Member information will be retained only as long as necessary for the purposes described.

5. Member Responsibilities

5.1. Members must ensure their contact details remain current to receive club updates.

5.2. Members agree to use their benefits responsibly and not for resale or fraudulent purposes.

5.3. Members are expected to uphold respectful conduct during club events and interactions.

6. Suspension or Termination

6.1. CFAO Mobility reserves the right to suspend or revoke membership immediately if a member:

- Provides false information
- Misuses club benefits
- Engages in misconduct during club activities
- Violates these Terms & Conditions

6.2. Termination of membership results in loss of all benefits with immediate effect with no liability to CFAO Mobility.

6.3 CFAO Mobility may terminate a member's Hilux Owners Club membership at any time by giving the member not less than thirty (30) days' written notice.

6.4 A member may also terminate their membership by giving CFAO Mobility not less than thirty (30) days' written notice. In such cases, the membership will terminate upon expiry of the notice period.

6.5 Upon termination under clauses 6.3 and 6.4, all membership benefits will cease

automatically at the end of the notice period. No claims shall be payable for any unused portion of the membership, unless expressly approved by CFAO Mobility.

6.6 Termination under this clause does not affect CFAO Mobility's rights under Clause 6.1 (Suspension or Revocation) or its right to terminate immediately for breach or misuse of benefits under Clause 6.2.

7. Events & Activities

7.1. Event participation may require prior registration and is subject to capacity limits.

7.2. CFAO Mobility may cancel or reschedule events due to unforeseen circumstances.

7.3. Members participating in events do so at their own risk and must follow safety instructions at all times.

8. Liability

8.1. CFAO Mobility is not liable for:

- Personal injuries
- Vehicle damage
- Loss of personal items during club events

8.2. CFAO Mobility is not responsible for partner offers, pricing changes, or partner service delivery.

9. Amendments

9.1. CFAO Mobility may update these Terms & Conditions at any time.

9.2. Updates will be communicated through official channels and continued membership constitutes acceptance of the updated terms.

10. Acceptance

By registering, members acknowledge that they have read, understood, and agree to these Terms & Conditions.

11. Suspension or Closure of the Hilux Owners Club

11.1. CFAO Mobility may suspend or permanently discontinue the Hilux Owners Club, in whole or in part, at its discretion.

11.2. In the event of suspension or closure, CFAO Mobility will communicate the change through official channels.

11.3. Upon closure of the Club, all memberships and associated benefits will terminate automatically.

11.4. CFAO Mobility shall have no liability to members for the discontinuation of the Club or any resulting loss of benefits.