



# REMME-LOS SELF-HELP

SENTRUM VIR KWADRIPLIEë en PARAPLIEë  
CENTRE FOR QUADRIPEGICS and PARAPLEGICS

P.O.Box / Posbus 785, Germiston, 1401.  
23 Boxwood Road / Boxwood Weg 23, Primrose, 1401.  
Tel: (011) 828-7002 Fax: 086 554-1222 / (011) 828-7002  
Email: [remme-los@absamail.co.za](mailto:remme-los@absamail.co.za)  
Non-Profit Organization: 033-113 NPO

## Remme-Los Friendship Card

Remme-Los Selfhelp centre is a home for Quadripegics and Paraplegics (spinal cord injuries) which have been established in 1987 by quadripegics for quadripegics.

Remme-Los is a non-profit organisation and has started this project to raise funds in order to obtain sustainability.

Remme-Los has 8 permanent residents that needs 24 hour assistance. Remme-Los has 12 staff members - 8 caregivers who work in shifts to accommodate disabled people 24 hours, 3 kitchen/house staff and one office assistant.

### PRODUCT OFFERING

Remme-Los will provide the following loyalty program.

#### **Select - R100**

Connect  
Leisure & Entertainment  
Health & Wellness  
Education  
Travel



#### **Silver - R250**

Connect  
Leisure & Entertainment  
Health & Wellness  
Education  
Travel  
Trauma and Assault  
Legal Assist  
Home Assist  
Security Assist



#### **Bronze - R150**

Connect  
Leisure & Entertainment  
Health & Wellness  
Education  
Travel  
Trauma and Assault  
Legal Assist



#### **Gold - R350**

Connect  
Leisure & Entertainment  
Health & Wellness  
Education  
Travel  
Trauma and Assault  
Legal Assist  
Home Assist  
Security Assist  
Roadside & Accident Assistance  
Emergency Medical Service



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## HEALTH & WELLNESS

### Mangwanani

10% discount off standard packages and products

### Healthspas.co.za

10% discount off HealthSpas.co.za vouchers

### Camelot Spa

8% discount off selected facials and massages

### Vital Health Foods

Health is security. Good health is Vital. Members have access to Vital Club Member prices

### Allen Carr's Easyway to Stop Smoking

15% discount on the cost of the programme

### Run/Walk for Life

R350 off the price of a new annual membership, or a pair of New Balance running shoes

### First Aid Kits

Discounts available on various first aid kits

- Car kits
- Home and away kits
- Executive car kits
- Business metal box
- Business plastic wall box

### Shapes for Women

No joining fee payable (normally R500), member receives a free healthy eating plan booklet on joining

### Contours Express

No joining fee payable (normally R600). Members receive a free healthy eating plan booklet on joining. Monthly subscription is R250 per month on an annual contract. If the branch is charging less than R250, the cheaper rate will apply.

### Disability Aids

Receive 10% discount off all disability aids

### Eat for Life

Pay for three months and get the fourth month free

### Health & Wellness Books

Members receive a 10% discount on all your book orders

## LEISURE & ENTERTAINMENT

### Movie Tickets

20% discount on movie tickets at Classic cinemas

### CDs and DVDs

15% discount on CDs and DVDs when spending R150 or more

### Magazines

Up to 35% discount on annual subscriptions

### Newspapers

Up to 35% discount off annual subscriptions

### Netflorist

10% discount on all purchases

### NWJ

R100 off purchases of R600 or more on quality jewellery and selected watches

### Pulp Books

10% discount on all books

### Golf Experience

10% discount on Golf Subscriptions

### eWine

10% discount on all purchases

### Petsure

10% discount on regular monthly premiums, free pet detective lost and found tag and a 12 month no claim bonus on all Petsure products

### Crystal Brook

25% discount on DVDs

### The Players Golf Club

Members receive a saving of up to R200 on membership and access to value-added services

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### CONNECT

#### **Pre-Paid Airtime**

*Up to 10% discount*

#### **Pre-Paid Calling Cards**

*Up to 10% discount on WorldCall (R50, R100 and R200) and RealTalk (R25, R50 and R100) prepaid calling cards*

#### **Pre-Paid Electricity**

*2% discount from a minimum order of R10 or more*

#### **Pre-Paid SMS Bundles**

*Up to 10% discount, on Cell C (R39) and Vodacom (R49)*

#### **Hewlett Packard Shop**

*Discounted rates*

#### **Cell phone Contracts & Handsets**

*Specials and promotions available*

#### **Shop and Ship**

*Up to 10% discount off all the latest and greatest products*

#### **International Roaming**

*Advisory service*

#### **Connect Books**

*10% discount on all your book orders*

### EDUCATION

**Blazing Moon:** 10% discount available on various courses

**Boston City Campus & Business College:** 10% discount available on various courses

**Leap:** 20% discount available on various courses

**PC Training and Business College:** 15% discount available on various courses

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## LIFESTYLE BENEFITS

### TRAVEL

#### Accommodation

*Up to 35% discount*

#### Flights

*Up to 15% discount*

#### Diaz Strand Hotel & Resort

*Up to 30% discount*

#### Don Suite Hotels

*Up to 20% discount*

#### City Lodge Group

*10% discount*

#### BIDVest Premier Lounges

*Members pay only R100.80 for domestic flights (save R49.20) and R201.60 for international flights (save R48.40)*

#### Orion Hotel & Resorts

*Up to 20% discount*

#### Peermont Hotels Casinos Resorts

*Discounted rates apply*

#### Southern Spoor Marketing

*Up to 20% discount*

#### Home from Home

*Up to 20% discount*

#### Car Hire

*Up to 20% discount*

#### Absolute Skiing

*10% discount on all land arrangements, excluding ski passes, ski schools and ski hire*

#### Cruises

*Up to 15% discount*

#### Luxury Trains

*Up to 10% discount*

#### JB Train Tours (since 1975)

*10% Discount on all train tours hosted in Southern Africa*

#### Buses

*Up to 15% discount*

#### American Express Foreign Exchange

*0.5% discount on commission*

#### Europcar Rental

*Up to 20% discount*

#### Corporate Cabs

*10% discount on a minimum of a R100 or more per trip one way*

#### EFS (Empire Fleet Solutions)

*5% discounted on car rentals*

#### Executive Carport

*10% discount*

#### SA Cabs

*10% discount*

#### SMH Car Hire

*15% discount*

#### Thompsons Holidays

*Up to 10% discount, exclusive packages available*

#### Trafalgar Tours

*15% discount*

#### Insight Vacations

*15% discount*

#### Contiki Holidays

*15% discount*

For more than 40 years, Contiki has been the worldwide leader of holidays for 18-35's.

#### Babylite

*10% discount on orders over R500*

#### Netcare Travel Clinics

*30% discount off consultations and occupational health assessments*

#### Avis – Point to point

*Pre-negotiated discounted rates*

#### Avis - Luxury Cars

*Pre-negotiated discounted rates.*

#### Avis - Chauffeur Drive

*Pre-negotiated discounted rates.*

#### Travel / Destination Books

*Members receive 10% discount on all your book orders*

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## EMERGENCY ASSISTANCE SERVICES

### AA ROADSIDE & ACCIDENT ASSISTANCE

#### Roadside Assistance

Beneficiaries have access to the following services in the event of a roadside emergency (limited up to R500 per incident):

- Flat battery - jump start only (replacement of battery for the beneficiary's account)
- Flat tyre (help with change of tyre)
- Keys locked in vehicle (unlocking only)
- Fuel assistance (limited to five liters per incident)
- Minor roadside-running repairs (electrical, coil, immobilizer etc.)
- Transmission of urgent messages

#### Tow-in

Tow-in service to the nearest approved dealership (if under warranty), repair centre or panel beater in the event of:

- Mechanical breakdown – covered up to R500
- Electrical breakdown – covered up to R500
- Accident damage – cost covered to the nearest approved panel beater up to a limit of R1850

#### Courtesy Transport

Where the vehicle needs to be towed to a repairer, we will arrange for the occupants of the vehicle (up to a maximum of four persons) to be transported to a nominated destination where the breakdown has occurred within a 100 km radius of your normal place of residence.

#### Hotel Accommodation

Where the breakdown has occurred outside a radius of 100 km from your normal place of residence, resulting in an overnight delay, we will arrange hotel accommodation for the occupants of the vehicle (up to a maximum of four people). Cover up to R500.

#### Car Rental

If the circumstances of the problem entitles you to the hotel accommodation benefit but you would prefer to continue with your journey immediately, we will arrange for a rental car to enable you to reach your destination, subject to your qualifying for a rental vehicle in terms of the car rental companies general terms and conditions. The costs incurred will be confined to rental charges; delivery and collection of the hire vehicle, and the car must be surrendered on arrival at your destination. Cover up to R500 and subject to availability.

#### Vehicle Repatriation

In the event of a beneficiary's vehicle being left for repairs, we will pay up to R500 for 24-hour, Group-B car rental or a flight ticket to collect the vehicle after repairs. Alternatively, should the vehicle have been towed to a dealership closer to the beneficiary's place of residence, we will supplement the additional tow costs with the costs of car rental.

#### Overall limit of R5 000 per annum per policy.

*\*Please note: This cover excludes all vehicles over 3 500kg, trailers, caravans and boats. A beneficiary will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by the beneficiary without prior authorization shall not be reimbursed. Assistance is only available in South Africa, Lesotho and Swaziland.*

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## EMERGENCY ASSISTANCE SERVICES

### EMERGENCY MEDICAL SERVICE

#### Medical Advice and Information Hotline

Medical personnel, including paramedics, nurses and doctors, are available 24 hours a day to provide general medical information and advice. This is an advisory service, as a telephonic conversation does not permit an accurate diagnosis.

#### Emergency Medical Advice and Assistance Hotline

In addition to the general medical advice service, one call to the same number will trigger the medical operators who will guide you through a medical crisis situation, provide you with emergency advice and organise for you to receive the support you require.

#### Referral to Crisis Line

Bereavement counselling, HIV counselling, Suicide counselling.

#### Referrals to Medical Practitioners and Facilities

We will refer you to the nearest medical facility or practitioners.

#### Emergency Medical Response to the Scene of a Medical Emergency

An appropriate response will be undertaken whereby a response vehicle will be dispatched immediately to the scene of a medical emergency where appropriate life saving support will be provided to the beneficiary/s and where relevant, the beneficiary/s will be stabilised before transfer is provided to the closest appropriate medical facility.

#### Medical Transportation

In the event of you experiencing a medical emergency, we will arrange for emergency medical transport to the nearest medical facility capable of providing adequate care. Medical considerations, the degree of urgency, your state and fitness to travel and other considerations, including but not limited to, airport availability, weather conditions and distance to be covered, as assessed by the doctor and support staff, will determine whether transport will be provided by private, medically equipped aircraft, helicopter, regular schedule flight, rail or road.

#### Inter-hospital Transfer

If the doctor, in consultation with the attending doctor, determines that treatment should continue at an alternate medical facility (because the necessary treatment cannot be continued at the present facility) we will arrange for transportation to the closest facility where the treatment can be continued after you have been stabilised.

#### Medical Repatriation

In the event of your hospitalisation outside of your hometown, we will assist in arranging for your repatriation to your hometown once you have been treated.

#### Escorted Return of Minors

In the event of your children being stranded as a result of your hospitalisation, we will arrange for their transportation, under supervision where necessary, into the care of a person nominated by you.

#### Compassionate Visits

Should you be hospitalised outside your hometown for a period exceeding five (5) consecutive days, we will arrange for the transportation of a close relative to visit you.

*Please note: This cover is only valid within the borders of South Africa. There is an annual limit of R10 000 per policy.*

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## TRAUMA & ASSAULT

### 24-hour Emergency Assistance Helpline

In the unfortunate event of a traumatic incident, we will provide the beneficiary with counselling by trained medical professionals. This is a 24-hour emergency assistance helpline that:

- Arranges the nearest local emergency assistance service as well as provides emergency transport to the nearest, most appropriate medical facility
- Offers referrals for psychiatric consultations
- Covers R5 000 per insured person with a maximum of R10 000 per family per occurrence in respect of psychiatric consultations

## LEGAL ASSIST

- **24 hour Legal Advice**
- Assist beneficiaries and their immediate family have on-going access to a 24-hour legal advisory service on any aspect of the law such as criminal law, family law, constitutional law, child law, labour law, motor law, etc
- **30-Minute Free Consultation**
- This service involves a free initial 30-minute consultation should any matter require legal action. The beneficiary will then be referred to a lawyer who forms part of our national network for a direct free 30-minute consultation.
- **Free Standard Legal Documents**
- If a beneficiary requires a purchase, sale, lease, or prenuptial agreement, employment contracts, etc, we will provide these free at his or her request. The beneficiary will also be advised on the application of each of these documents and the procedures and principles that apply.

## HOME ASSIST

- **Fixtures, Fittings and Services**
- In the event of a home emergency as a result of breakage of fixtures and fittings, we will arrange for an appropriate repairer (electrician, plumber, locksmith, glazier etc.) to address the problem at one nominated address (call-out fee and first hour labour is covered, thereafter normal rates apply). Please note that all parts and materials used are excluded and will be for the beneficiary's account.
- A home emergency is defined as an event that is potentially life threatening or could possibly cause structural damage to a property. Maintenance related issues are not covered.
- **Overall limit of 3 incidents or up to R2 000 per annum per policy.**
- **Emergency Services Notification and Call-out**
- We will, at your request, relay notification of emergencies to the police, traffic, fire brigade, ambulance, security or any other emergency service provider.

## SECURITY ASSIST

- If you have had a break-in or robbery at your place of residence, we will make arrangements for the placement of a security guard outside your residence for 24 hrs thereafter. All incidents must be reported to the police in order to obtain a case reference number and to make use of the service.

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