

# MINIMUM TERMS AND CONDITIONS

## INTERNET

### MERCHANT REQUIREMENTS

#### CARD PROCESSING - ANNEXURE A

##### 1. Detailed description of goods and/or services

(Your Company) is a business in the TOURISM industry

##### 2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 3 days and delivery confirmed by way N/A .

##### 3. Return and Refunds policy

The provision services by SEASONS IN AFRICA is subject to availability.

Cancellation of RESERVATIONS by the client will attract a 2% administration fee.

##### 4. Customer Privacy policy

SEASONS IN AFRICA shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal

information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from:

[http://www.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569).

##### 5. Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the SEASONS IN AFRICA bank account, the details of which will be provided on request.

##### 6. Card acquiring and security

Card transactions will be acquired for (Your Company) via PayGate (Pty) Ltd who are the approved payment gateway for all South African

Acquiring Banks. DPO PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the

website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

#### 7. Customer details separate from card details

Customer details will be stored by SEASONS IN AFRICA separately from card details which are entered by the client on DPO PayGate's secure site.

For more detail on DPO PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

#### 8. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is

South African Rand (ZAR).

#### 9. Responsibility

SEASONS IN AFRICA takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website,

customer service and support, dispute resolution and delivery of goods.

#### 10. Country of domicile

This website is governed by the laws of South Africa and SEASONS IN AFRICA chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, SHOP 8, CASTERBRIDGE CENTRE, WHITE RIVER .

#### 11. Variation

SEASONS IN AFRICA may, in its sole discretion, change this agreement or any part thereof at any time without notice.

#### 12. Company information

This website is run by SEASONS IN AFRICA (close corporation) based in South Africa with registration number 2003/209962/34 and

(Director(s)/Member(s)/Owner(s)). JACK BROTHERTON & MARIELIZE BROTHERTON

#### 13. (Your Company) contact details

Company Physical Address: SHOP 8, CASTERBRIDGE CENTRE, WHITE RIVER, 1240

Email: [INFO@SEASONSINAFRICA.COM](mailto:INFO@SEASONSINAFRICA.COM) Telephone: 013-750 2358