

## **INTERNET MERCHANT REQUIREMENTS CARD PROCESSING**

### **MINIMUM TERMS AND CONDITIONS**

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

Parsons Hilltop Safari Camp (Pty) Ltd. is a business in the safari industry that provides hospitality, accomodation, food and beverage as well as safari activities.

#### **2. Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 2 days and delivery confirmed by email.

#### **3. Export restriction**

Not applicable.

#### **4. Refund policy**

The provision of goods and services by Parsons Hilltop is subject to availability. In cases of unavailability, Parsons Hilltop will refund the client in full within 30 days. Cancellation of orders by the client will attract a 200 ZAR administration fee.

#### **5. Customer Privacy policy**

Parsons Hilltop 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).

#### **6. Payment options accepted**

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Parsons Hilltop bank account, the details of which will be provided on request or can be found on the additional Info page on Rates at [www.parsonshilltop.com](http://www.parsonshilltop.com).

#### **7. Card acquiring and security**

Card transactions will be acquired for Parsons Hilltop 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.

#### **8. Customer details separate from card details**

Customer details will be stored by Parsons Hilltop 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).

#### **9. 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).

#### **10. Responsibility**

Parsons Hilltop 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.

#### **11. Country of domicile**

This website is governed by the laws of South Africa and Parsons Hilltop 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.

#### **12. Variation**

Parsons Hilltop may, in its sole discretion, change this agreement or any part thereof at any time without notice.

#### **13. Company information**

This website is run by Parsons Hilltop Safari Camp (Pty) Ltd based in South Africa trading as Parsons Hilltop and with registration number 2018/401377/07 and Maria H Busink and Edwin JM Deurloo (Owners).

#### **14. Parsons Hilltop Safari Camp contact details**

Parsons Nature Reserve

PLot 36

1380 Balule

Email:

[info@parsonshilltop.com](mailto:info@parsonshilltop.com)

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PayGate (Pty) Ltd Registration no: 1999/017441/07

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