

## **Terms and Conditions**

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

HOTEL VERDE (PTY) LTD is a business in the Hospitality industry that markets hotel accommodation, restaurant and conference facilities.

### **Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 24 hours and delivery confirmed by way of e-mail (for eg booking number / booking voucher etc).

### **Return and Refunds policy**

The provision of goods and services by HOTEL VERDE (PTY) LTD is subject to availability. In cases of unavailability, HOTEL VERDE (PTY) LTD will refund the client in full within 30 days. Cancellation of reservations less than (seven) days before arrival, a cancellation fee of 1 (one) night's accommodation plus 1% (one percent) Tourism levy and Value Added Tax (VAT) will be levied against your guaranteed method of payment.

A no-show is the non-arrival of a guest without notification by e-mail or fax to the Hotel. In case of a no-show, a no-show fee of 1 (one) night's accommodation plus 1% (one percent) Tourism levy and Value Added Tax (VAT) will be levied against your guaranteed method of payment.

### **Customer privacy policy**

HOTEL VERDE (PTY) LTD 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)

### **Payment options accepted**

Payment may be made via Visa, MasterCard, Diners or American Express credit cards or by bank transfer into the HOTEL VERDE (PTY) LTD bank account, the details of which will be provided on request.

### **Credit card acquiring and security**

Credit card transactions will be acquired for HOTEL VERDE (PTY) LTD via PayGate (Pty) Ltd who are the approved payment gateway for Standard Bank of South Africa. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit 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.

### **Customer details separate from card details**

Customer details will be stored by HOTEL VERDE (PTY) LTD separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to [www.paygate.co.za](http://www.paygate.co.za)

### **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).

### **Responsibility**

HOTEL VERDE (PTY) LTD 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.

### **Country of domicile**

This website is governed by the laws of South Africa and HOTEL VERDE (PTY) LTD 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, 15 Michigan Street, airport Industria, Cape Town.

### **Variation**

HOTEL VERDE (PTY) LTD may, in its sole discretion, change this agreement or any part thereof at any time without notice.

**Company information**

This website is run by Hotel Verde (Pty) Ltd based in South Africa trading as Hotel Verde and with registration number 2010/017401/07.

**HOTEL VERDE (PTY) LTD contact details**

Support : [fm@hotelverde.com](mailto:fm@hotelverde.com)

Support: **021-380 5500**