



HEAD OFFICE:

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REPRESENTATIVE OFFICES IN:

LONDON, BELGIUM, SWITZERLAND AND VICTORIA FALLS

Terms and Conditions

1. Warm Winds of Africa (Pty) Ltd is a business in the Tourism & Events industry that provides services to groups and individuals.
2. **Return and Refunds Policy**
The provision of goods and services by Warm Winds of Africa (Pty)Ltd is subject to availability. In cases of unavailability, Warm Winds of Africa (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10% administration fee.
3. **Customer Privacy Policy**
Warm Winds of Africa (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 to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569.
4. **Payment Options Accepted**
Payment may be made via Visa, Mastercard, Diners or American Express cards or by bank transfer into the Warm Winds of Africa (Pty) Ltd bank account, the details of which will be provided on request.
5. **Card Acquiring and Security**
Card transactions will be acquired for Warm Winds of Africa (Pty) Ltd via PayGate (Pty) Ltd who are the approved payment gateway for all South African acquiring banks. 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 to view their security certificate and security policy.
6. **Customer Details separate from card details**
Customer details will be stored by Warm Winds of Africa (Pty) Ltd separately from card details which are entered by the client on PayGate's secure site. For more detail on Paygate refer to paygate.co.za.
7. **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).
8. **Responsibility**
Warm Winds of Africa (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.
9. **Country of Domicile**
This website is governed by the laws of South Africa and Warm Winds of Africa (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.
10. **Variation**
Warm Winds of Africa (Pty) Ltd may in its sole discretion, change this agreement or any part thereof at any time without notice.
11. **Company Information**
This website is run by Warm Winds of Africa (Pty) Ltd (Private company) based in South Africa trading as Warm Winds of Africa (Pty) Ltd and with registration number 2003/007199/07.

"Your effective solution"

Directors SR Blake MA Blake BM Glenn T Tegmann

MEMBERS OF:

