

TERMS AND CONDITIONS

INTERNET MERCHANT REQUIREMENTS

CARD PROCESSING - ANNEXURE A

1. Detailed description of goods and/or services
The Shelley Point Hotel & Spa is a business in the hospitality industry that provides accommodation, food & beverage, and spa facilities to guests.
2. Delivery policy
Subject to availability and receipt of payment, requests will be processed within 1 days and delivery confirmed by way of reservation number
3. Export restriction (Optional)
The offering on this website is available to South African clients only.
4. Return and Refunds policy
The provision of goods and services by The Shelley Point Hotel & Spa is subject to availability. In cases of unavailability, The Shelley Point Hotel & Spa will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10 % administration fee.
5. Customer Privacy policy
The Shelley Point Hotel & Spa 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).
6. Payment options accepted
Payment may be made via Visa, MasterCard, or by bank transfer into The Shelley Point Hotel & Spa bank account, the details of which will be provided on request.
7. Card acquiring and security
Card transactions will be acquired for The Shelley Point Hotel & Spa 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 to view their security certificate and security policy.
8. Customer details separate from card details
Customer details will be stored by The Shelley Point Hotel & Spa 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.
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

The Shelley Point Hotel & Spa 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 The Shelley Point Hotel & Spa 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, www.shelleypointhotel.com.

12. Variation

The Shelley Point Hotel & Spa 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 Connect Convert (Pty) Ltd based in South Africa trading as ibay Digital and with registration number 2014/142429/07 and Ryan Wilder (Director(s)/Member(s)/Owner(s)).

14. The Shelley Point Hotel & Spa contact details

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