



## **TERMS AND CONDITIONS – COLIN'S HORSEBACK AFRICA**

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

Colin's Horseback Africa (pty) Ltd is a business in the conservation and tourism industry that provides overnight accommodation and guided tours.

### 2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 1 days and delivery confirmed by way of booking number.

### 3. Export restriction (Optional)

The offering on this website is available to South African and international clients.

### 4. Return and Refunds policy

The provision of goods and services by Colin's Horseback Africa (pty) Ltd is subject to availability. In cases of unavailability, Colin's Horseback Africa (pty) Ltd will refund the client in full within 30 days.

Reservations on day activities cancelled up to thirty (30) days or more prior to the date of arrival will incur a 10% cancellation charge.

Reservations on day activities cancelled up to thirty (30) days or more prior to the date of arrival will incur an additional 15% administration charge.

Reservations on day activities cancelled fifteen (15) to twenty-nine (29) days prior to the date of arrival will incur a 50% charge.

Reservations on day activities cancelled less than fifteen (15) days prior to the date of arrival will incur a 100% charge.

There are no refunds for early check outs and “no shows”

### 5. Customer Privacy policy

Colin's Horseback 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 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, or Diners Cards or by bank transfer into the Colin's Horseback Africa (pty) Ltd bank account, the details of which will be provided on request.

#### 7. Card acquiring and security

Card transactions will be acquired for Colin's Horseback Africa (pty) Ltd 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 Colin's Horseback Africa (pty) Ltd 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

Colin's Horseback 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 services.

#### 11. Country of domicile

This website is governed by the laws of South Africa and Colin's Horseback 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, Portion 12 & 13, De Tweede Spruit, Cullinan, 1000.

#### 12. Variation

Colin's Horseback Africa (pty) Ltd 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 Colin's Horseback Africa (pty) Ltd based in South Africa trading as Colin's Horseback Africa and with registration number 2018/276974/07 and Colin and Theony MacRae as Directors.

### 14. Your Company contact details

Company Physical Address: 12 & 13, De Tweede Spruit, Cullinan, 1000.

Email: [horsebackafrica@colin.co.za](mailto:horsebackafrica@colin.co.za) Telephone: +27 12 735 9909 / +27 82 789 9902

### 15. Tours

Tours will only take place when there are at least two guests booked in. If it happens to be raining on the day, please phone the lodge to confirm what is happening, as it is very possible that it is not raining at the lodge itself.

Horse Safaris have a weight limit of 95 kg.

All riders must wear helmets for safety reasons. (Helmets are supplied.)

Children under the age of 12 years old may not participate in the Horse Safaris, unless the child takes formal riding lessons and this is pre-arranged with management. Should this be the case, then the children pay the same price as adults for horse riding activities.

Children under the age of 12 years old may not walk with the teenage lions for safety reasons, but they are welcome to join in with the rest of the tour at the standard price.

### 16. Special Needs

People with "special needs" would have to book a private tour at additional rates.