

MINIMUM TERMS AND CONDITIONS

1. Detailed description of goods and/or services

Fancourt is a business in the hospitality industry that supplies accommodation to guests.

2. Booking and Cancellation policy

Fancourt reserves the right to cancel and/or amend any reservation in the event of failure to comply with the terms of payment and Fancourt shall not be liable for any loss or consequential loss resulting from such cancellation or amendment. No reservation is secure/confirmed until 100% prepayment is received 14 days after the booking was made. In the event of a reservation being made less than 14 days prior to arrival, full payment must be received at the time of booking.

3. Customer Privacy policy

Fancourt 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.

4. Payment options accepted

Payment may be made via Visa and MasterCard.

5. Card acquiring and security

Card transactions will be acquired for Fancourt and The Manor House at Fancourt 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 Fancourt 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.

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

Fancourt 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 Fancourt 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

Fancourt 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 Plattner Golf (Pty) Ltd (private company) based in South Africa trading as Fancourt and with registration number 1994/002617/07 and DR H PLATTNER, MS K PLATTNER, MS GA DAVIDSON (Director(s)).

12. Fancourt contact details

Company Physical Address: Montagu Street, George, 6530

Email: reservations@fancourt.co.za Telephone: 044 804

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