

HEAVEN & EARTH TRAILS - Terms and Conditions

Heaven and Earth Trails is a business in the activity industry

Return and Refunds policy

The provision of goods and services by Heaven and Earth Trails is subject to availability. In cases of unavailability, Heaven and Earth Trails go to every endeavour to rebook/reschedule the service. If that is not possible, it will be considered to refund the client soon as possible.

Cancellation policy

3 days cancellation before arrival 100% refund

1-2 days cancellation before arrival 50% refund

Less than 24 hrs cancellation before arrival 0% refund

Customer privacy policy

Heaven and Earth Trails 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

Payment options accepted

Payment may be made via Visa, MasterCard, credit cards for online bookings. Bank transfers or cash will only be accepted for direct bookings into the Heaven and Earth Trails bank account, the details of which will be provided on request

Credit card acquiring and security

Credit card transactions will be acquired for Heaven and Earth Trails via PayGate (Pty) Ltd who are the approved payment gateway. 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 to view their security certificate and security policy.

Customer details separate from card details

Customer details will be stored by Heaven and Earth Trails 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

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

Heaven and Earth Trails 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 Heaven and Earth Trails 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.

Variation

Heaven and Earth Trails may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Company information

This website is run by Heaven and Earth Trails based in South Africa trading as Heaven and Earth Trails.

Heaven and Earth Trails - contact details

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