

MINIMUM TERMS AND CONDITIONS

Detailed description of goods and/or services

Eagles Nest Lodge & Convention Centre is a business in the Hospitality industry that offers conferencing and Accommodation.

Customer Privacy policy

Eagles Nest Lodge & Convention Centre 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 and MasterCard.

Card acquiring and security

Card transactions will be acquired Eagles Nest Lodge & Convention Centre 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.

Customer details separate from card details

Customer details will be stored by Eagles Nest Lodge & Convention Centre 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

Eagles Nest Lodge & Convention Centre 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 Eagles Nest Lodge & Convention Centre 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

Eagles Nest Lodge & Convention Centre may, in its sole discretion, change this agreement or any \ part thereof at any time without notice.

Company information

This website is run by Emor Trading No. 14 cc (sole trader / private company / close corporation) based in South Africa trading as iTTCONNECT and with registration number 2001-039106-23.

(Director(s)/Member(s)/Owner(s)).

Eagles Nest Lodge & Convention Centre: contact details

Company Physical Address: 373 Leslie Avenue, Corner William Nicol Drive Fourways, Jhb

Email : info@eaglesnest.co.za

Telephone: 011 465 1710

CANCELLATION

In the event of a cancellation, for whatever reason, the following will apply:

Cancellation 7 days prior to arrival	Deposit will be non-refundable
Cancellation 14 days prior to arrival	75% of the deposit will be held as a cancellation fee
Cancellation 21 days prior to arrival	50% of the deposit will be held as a cancellation fee
Cancellation 28 days prior to arrival	25% of the deposit will be held as a cancellation fee
Non-Arrival / Premature departure fee.	100% of the total package deal will be held as a cancellation fee.