

1. Africa VIP tours CC is an inbound South African Tour Operator, Registration Number: 2000/044936/23, (hereinafter referred to as "the Operator"). The Operator possesses all licenses and permits necessary to conduct business as a Tour Operator in South Africa. Clients hereinafter is referred to as "tourists", but may also include travellers, customers or passengers.

2. Refunds policy: The provision of tours and safaris by Africa VIP tours CC is subject to availability. In cases of unavailability, Africa VIP tours CC will refund tourists (who have already paid in full) in full within less than 30 days. Cancellation of tours and safaris by tourists will attract a cancellation fee which would be calculated according to the amount that specific hotels, lodges and airlines are willing to refund at such notice. IF TOURISTS CANCEL THEIR TRIP - The refund amount in case of a cancellation will never be bigger than the original quoted deposit fee. Deposit fees are non-refundable.

3. Customer Privacy policy: Africa VIP tours CC 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).

4. Payment options accepted: Payment may be made via Visa, MasterCard or by bank transfer into Africa VIP tours' bank account, the details of which will be provided on request.

5. Card acquiring and security: Card transactions will be acquired for Africa VIP tours CC 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.

6. Tourists' details separate from card details: Tourists' details will be stored by Africa VIP tours CC separately from card details which are entered by the tourist on DPO PayGate's secure site. For more detail on DPO PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

7. Merchant Outlet country: The merchant outlet country, at the time of presenting payment options to the cardholder, is South Africa.

8. Responsibility: Africa VIP tours CC takes responsibility for all aspects relating to this tour and/or safari including information on our website, customer service, support and dispute resolution.

9. Country of domicile: This website is governed by the laws of South Africa and Africa VIP tours CC 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: 15 Koraalboom Street, Brackenfell, South Africa.

10. Variation: Africa VIP tours CC may, in its sole discretion, change this agreement or any part thereof at any time without notice if it is in the interest of our tourists or for safety reasons.

11. Africa VIP tours CC contact details:

Physical address: 15 Koraalboom Street, Brackenfell, South Africa, 7560

E-mail: [cpoconnell@worldonline.co.za](mailto:cpoconnell@worldonline.co.za)

Telephone number: +27833464478