



Terms and Conditions

1. Detailed of good and/or services

Xanatseni Private Camp is a business in the hospitality industry

2. Delivery policy

Subject to availability and receipt of payment, reservations will be processed within 2 days and confirmation sent by way of email

3. Cancellation and Refunds policy

The provision of rooms by Xanatseni Private Camp is subject to availability. In cases of cancellations, Xanatseni Private Camp will charge cancellation fees as follows:

25% of reservation 4 weeks prior to arrival

50% of reservation 3 weeks prior to arrival

75% of reservation 2 weeks prior to arrival

100% of reservation 1 week prior to arrival

4. Customer Privacy Policy

Xanatseni Private Camp shall take all reasonable steps to protect the personal information of guests. 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

5. Payment options accepted

Payment may be made via VISA and Mastercard credit cards or by bank transfer into the VV2 Eiedomme (Pty) Ltd bank account, the details of which will be provided on request.

6. Credit Card acquiring and security

Credit card transactions will be acquired for Xanatseni Private Camp via PayGate (Pty) Ltd who are the approved payment gateway for Standard Bank of South Africa. 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.

7. Customer details separate from card details

Customer details will be stored by Xanatseni Private Camp separately from card details which are entered by the client on PayGate's secure site. For more information on PayGate, refer to www.paygate.co.za

8. 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)

9. Responsibility

Xanatseni Private Camp takes responsibility for all aspects relating to the transaction including rooms sold on this website, customer service and support and dispute resolution.

10. Country of Domicile

This website is governed by the laws of South Africa and Xanatseni Private Camp chooses 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.

11. Variation

Xanatseni Private Camp may, in its sole discretion, change this agreement or any part thereof at any time without notice.

12. Company information

This website is run by VV2 Eiendomme (Pty) Ltd based in South Africa trading as Xanatseni Private Camp and with registration number 1998/021583/07 and Yvonne Rossouw.

13. Xanatseni Private Camp contact details

Email: reservations@xanatseni.co.za Telephone: [+27 \(0\)15 817 1825](tel:+27(0)158171825)