

### **1. Detailed description of goods and/or services**

Bhejane Nature Training is a business in the Tourism, Education and Training industry that provides products and services to help aspirant nature guides start or improve their career options.

### **2. Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 5 days and delivery confirmed by way of courier at an additional cost as specified during checkout.

### **3. Export restriction**

The offering on this website is available to South African clients only.

### **4. Return and Refunds policy**

The provision of goods and services by Bhejane Nature Training is subject to availability. In cases of unavailability, Bhejane Nature Training will refund the client in full within 30 days. Cancellation of orders by the client will attract a \_\_\_15\_ % administration fee.

### **5. Customer Privacy policy**

Bhejane Nature Training 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) .

### **6. Payment options accepted**

Payment may be made via Visa and MasterCard.

### **7. Card acquiring and security**

Card transactions will be acquired for Bhejane Nature Training 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](http://www.paygate.co.za) to view their security certificate and security policy.

### **8. Customer details separate from card details**

Customer details will be stored by Bhejane Nature Training 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](http://www.paygate.co.za).

### **9. 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).

### **10. Responsibility**

Bhejane Nature Training 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.

### **11. Country of domicile**

This website is governed by the laws of South Africa and Bhejane Nature Training 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.

### **12. Variation**

Bhejane Nature Training may, in its sole discretion, change this agreement or any part thereof at any time without notice.

### **13. Company information**

This website is run by Bhejane Nature Training (close corporation) based in South Africa trading as Bhejane Nature Training and with registration number 2008/076408/23 and Dylan Panos, Christa Panos. (Director(s)/Member(s)/Owner(s)).

### **14. Bhejane Nature Training contact detail**

Company Physical Address:

Kuleni Game Park, R22, Hluhluwe, 3960

Email: [info@bhejanenaturetraining.com](mailto:info@bhejanenaturetraining.com) Telephone: 083 726 3826