

MINIMUM TERMS AND CONDITIONS

1. Detailed description of goods and/or services

Chestnut Hill Investments 20 PTY Ltd is a business in the Leisure & Hospitality industry that trades as Wescamp Villa.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 2 days of booking and confirmed by email.

(for e.g. booking number / booking voucher etc. and must mention the use of courier and/or postal services and associated costs, if applicable.)

3. Return and Refunds policy

The provision of goods and services by Chestnut Hill Investments 20 PTY Ltd is subject to availability. In cases of unavailability, Chestnut Hill Investments 20 PTY Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a % administration fee.

(If appropriate – provide details of your policy regarding damaged goods. Also mention guarantees, warranties, etc.)

4. Customer Privacy policy

Chestnut Hill Investments 20 PTY Ltd 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.

5. Payment options accepted

Payment may be made via Visa and MasterCard.

6. Card acquiring and security

Card transactions will be acquired for Chestnut Hill Investments 20 PTY Ltd 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.

7. Customer details separate from card details

Customer details will be stored by Chestnut Hill Investments 20 PTY Ltd 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.

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

Chestnut Hill Investments 20 PTY Ltd 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.

10. Country of domicile

This website is governed by the laws of South Africa and Chestnut Hill Investments 20 PTY Ltd 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,.

11. Variation

Chestnut Hill Investments 20 PTY Ltd 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 Chestnut Hill Investments 20 PTY Ltd (sole trader / private company / close corporation) based in South Africa trading as Wescamp Villa and with registration number 2003/029304/07.

13. Contact details

Company Physical Address: 17A Geneva Drive, Camps bay 8005, Cape Town, South Africa.

Email: info@wescampvilla.com

Telephone: +27 (083) 404 3332 or +34 922743903