

LEOPARD MOUNTAIN

EST 1997

1. DETAILED DESCRIPTION OF GOODS AND/OR SERVICES

Leopard Mountain Investments (Pty) Ltd. is a business in the Hospitality industry that Provide and Accommodation Services and Safari Experiences.

2. DELIVERY POLICY

Subject to availability and receipt of payment, requests will be processed within 3 days and delivery confirmed by way Pro-forma invoice and Reservation Number.

3. RETURN AND REFUNDS POLICY

The provision of goods and services by Leopard Mountain is subject to availability. In cases of unavailability, Leopard Mountain Investments (Pty) Ltd. will refund the client in full within 30 days. Cancellation of reservations by the client will attract a 1% administration fee.

CANCELLATION POLICY - FIT

Bookings More than 60 days prior to arrival	: Full amount refundable
Less than 59 days but more than 30 days	: 25% of full amount payable
Less than 29 days but more than 14 days	: 50% of full amount payable
Less than 13 days prior to arrival	: 100% of full amount payable

Written confirmation required for all cancellations (e-mail or facsimile)

CANCELLATION POLICY - GROUPS (INCLUSIVE OF WEDDINGS)

Less than 120 days but more than 90 days	: 25% of full amount payable
Less than 89 days but more than 60 days	: 50% of full amount payable
Less than 59 days but more than 30 days	: 75% of full amount payable
Less than 29 days prior to arrival	: 100% of full amount payable

Written confirmation required for all cancellations (e-mail or facsimile)

4. CUSTOMER PRIVACY POLICY

Leopard Mountain Investments (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, MasterCard, Diners or American Express Cards or by bank transfer into the Leopard Mountain Investments (Pty) Ltd. bank account, the details of which will be provided on request.

6. CARD ACQUIRING AND SECURITY

Card transactions will be acquired for Leopard Mountain 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 to view their security certificate and security policy.

7. CUSTOMER DETAILS SEPARATE FROM CARD DETAILS

Customer details will be stored by Leopard Mountain Investments (Pty) Ltd. separately from card details which are entered by the client on DPO PayGate's secure site. For more detail on DPO 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

Leopard Mountain Investments (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 Leopard Mountain Investments (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, South Africa.

11. VARIATION

Leopard Mountain Investments (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 Leopard Mountain Investments (Pty) Ltd. based in South Africa trading as Leopard Mountain Safari Lodge and with registration number 2005/000862/07 and R. Vivier; Q Vivier (Directors).

13. LEOPARD MOUNTAIN INVESTMENTS (PTY) LTD. CONTACT DETAILS

Company Physical Address: Manyoni Private Game Reserve, D464 District Road, Mkuze, 3965
Email: info@leopardmountain.co.za Telephone :086 111 4789 & +27 (0) 35 595 8536