

INTERNET MERCHANT REQUIREMENTS

CARD PROCESSING

TERMS AND CONDITIONS

1. Detailed description of goods and/or services

Wunderlux is a business in the hospitality industry that provides accommodation.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 10 days and delivery confirmed by way 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. Export restriction (Optional)

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

4. Return and Refunds policy.

The provision of goods and services by Wunderlux is subject to availability. In cases of unavailability, Wunderlux will refund the client in full within 30 days. Cancellation of orders by the client will attract 5 % administration fee.

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

5. Customer Privacy policy

WunderLux 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.

6. Payment options accepted.

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Wunderlux bank account, the details of which will be provided on request.

7. Card acquiring and security.

Card transactions will be acquired for Wunderlux 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.

8. Customer details separate from card details

Customer details will be stored by Wunderlux 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.

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

WunderLux 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 WunderLux 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

Wunderlux 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 Hospitality In Motion private company based in South Africa trading as Wunderlux Accommodation and with registration number 2017/014303/07

14. Wunderlux contact details

Company Physical Address: 8 Glengariff road, Sea Point, 8005
Email: stay@wunderlux.travel Telephone: (+27) 087 163 7736