

TERMS AND CONDITIONS

1. Detailed description of goods and/or services

Le Clique CC t/a Illovo Beach Apartments is a business in the Hospitality industry that provides luxury holiday accommodation.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within **3 days** and delivery confirmed by way of an e mail addresses to the e mail address supplied during the booking process.

3. Export restriction

The offering on this website is available to South African and non- South African clients / guests.

4. Return and Refunds policy

The provision of goods and services by **Illovo Beach Apartments** is subject to availability. In cases of unavailability, **Illovo Beach Apartments** will refund the client / guests in full within **7 days**. Cancellation of orders by the client / guests will attract a **10 %** administration fee.

5. Customer Privacy policy

Illovo Beach Apartments 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 by bank transfer into the **Le Clique CC** bank account, the details of which will be provided on request.

7. Card acquiring and security

Card transactions will be acquired for **Illovo Beach Apartments** 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.

8. Customer / Guest details separate from card details

Customer / guest details will be stored by **Illovo Beach Apartments** 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

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

Illovo Beach Apartments 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 / services / accommodation.

11 Country of domicile

This website is governed by the laws of South Africa and **Illovo Beach Apartments** 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, **33 La Mer, 27 Illovo Beach Road. Illovo Beach. Kingsburg 4126. KwaZuluNatal. South Africa.**

12 Variation

Illovo Beach Apartments 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 **Le Clique CC** a close corporation based in South Africa trading as

Illovo Beach Apartments and with registration number **CK 94/10045/23** and **C B Edwards** and **C S Edwards** as Member(s)/Owner(s).

14 Le Clique CC t/a Illovo Beach Apartments contact details

Physical Address:

33 La Mer, 27 Illovo Beach Road. Illovo Beach. Kingsburgh. 4126. KwaZuluNatal. South Africa

Email: info@i-b-a.co.za Telephone: **+44 20 8882 4887**