

## **DPO PayGate Minimum Terms and Conditions (T & C's)**

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

ROOISAND DESERT RANCH is a business in the hospitality and tourism industry that offers accommodation, meals and various activities.

### **2. Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 1 (one) day where possible and delivery confirmed by way of email notification.

### **3. Return and Refunds policy**

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

### **4. Customer Privacy policy**

ROOISAND DESERT RANCH 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.lawsouthafrica.up.ac.za/index.php/current-legislation> .

### **5. Payment options accepted**

Payment may be made via Visa and MasterCard, or by bank transfer into the ROOISAND DESERT RANCH bank account, the details of which will be provided on request.

### **6. Card acquiring and security**

Card transactions will be acquired for ROOISAND DESERT RANCH via DPO Group, who are the approved payment gateway for Namibian Acquiring Banks. DPO uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website.

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

Customer details will be stored by ROOISAND DESERT RANCH separately from card details which are entered by the client on DPO's secure site.

### **8. Merchant Outlet country and transaction currency**

The merchant outlet country at the time of presenting payment options to the cardholder is Namibia. Transaction currency is Namibian Dollar (NAD).

### **9. Responsibility**

ROOISAND DESERT RANCH takes responsibility for all aspects relating to the transaction, including the sale of goods and services sold on this website, customer service and support, dispute resolution and the delivery of goods.

### **10. Country of domicile**

This website is governed by the laws of Namibia. ROOISAND DESERT RANCH 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 No. 8 Slater Street, Klein Windhoek, Namibia OR P O Box 25005, Windhoek 10005, Namibia.

### **11. Variation**

ROOISAND DESERT RANCH may, in its sole discretion, change this agreement or any part thereof at any time without notice.

### **12. Company information**

This website/app is run by TERRANOVA TOURISM & FARMING (PTY) LTD based in Namibia, trading as ROOISAND DESERT RANCH and with registration number 95/367 and 1 (one) Director

### **13. ROOISAND DESERT RANCH contact details**

Company Physical Address: 8 Slater Street, Windhoek, Namibia

Email: [lifestyle@rooisand.com](mailto:lifestyle@rooisand.com)

Telephone: +264 81 127 7629