

Zulu Nyala Game Ranch (Pty) Ltd
Msinene Rd | Hluhluwe | Kwa-Zulu Natal
P O Box 163 | Hluhluwe | 3960
Tel: + 27 35 562 0169
Registration No: 1981/004980/07
VAT: 4910120726
www.zulunyala.co.za

ZULU NYALA
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MINIMUM TERMS AND CONDITIONS

1. Detailed description of goods and/or services.

Zulu Nyala Game Ranch (Pty) Ltd is a business in the hospitality industry that provides accommodation, excursions & holiday packages.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 10 days and delivery confirmed by way of reservation booking number.

(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 African clients only.

The offering on this website is available to the global market.

4. Return and Refunds policy

Purchases are non-refundable however they are transferable. A small fee will need to be paid by the purchaser if the name of the guest travelling has been transferred/changed. No package may be freely donated to any other person without informing Zulu Nyala. In addition, no package may be sold or bartered in any other manner without the express authorization to do so in writing from the Zulu Nyala Group.

5. Customer Privacy policy

Zulu Nyala Game Ranch (Pty) Ltd shall take all reasonable steps to protect the personal information of users. For 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.

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6. Payment options accepted

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

7. Card acquiring and security

Card transactions will be acquired for Zulu Nyala 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 Zulu Nyala 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

Zulu Nyala takes responsibility for all aspects relating to the transaction including sale of services sold on this website, customer service and support.

11. Country of domicile

This website is governed by the laws of South Africa and Zulu Nyala 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

Zulu Nyala may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Directors: A.E. Shaw

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13. Company information

This website is run by a private company based in South Africa trading as Zulu Nyala Game Ranch (Pty) Ltd and with registration number 1981/004980/07 and Owner.

14. Zulu Nyala contact details

Company Physical Address: 1 Msineni Rd, Hluhluwe, Kwazulu Natal, 3960, South Africa.

Email: reservations@zulunyala.com

Telephone: 035 562 0169 or 035 562 0177