

EcoLife Expeditions (Pty)Ltd

Terms and Conditions

1. Detailed description of goods and/or services

EcoLife Expeditions (Pty)Ltd is a business in the educational ecotourism industry that conducts academic programs for Veterinary, Veterinary Technician, Veterinary Nursing and Conservation Students, as well as for qualified Veterinarians, Veterinary Technicians and Veterinary Nurses.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 3 days and delivery confirmed by way of booking confirmation by e-mail from wild@ecolife.co.za.

3. Reservation conditions

Completion of Reservation Form returned to EcoLife Expeditions together with a deposit of 25% of the applicable fare, will be considered a reservation. Please note that reservations cannot be confirmed without a deposit. The balance of the fare is due 4 weeks prior to departure. The Reservation Fee is accepted as part of the inclusive fare and will only be refunded if the applicant cannot be accommodated. If the full amount is not paid in due time, EcoLife Expeditions (Pty)Ltd reserves the right to treat the reservation as cancelled. Late applicants may join the expedition on an availability basis.

4. Cancellations(Return and Refunds Policy)

If a booking is cancelled with the consent of EcoLife, EcoLife shall retain the full deposit. If the booking is cancelled less than 4 weeks before departure and full payment has been made, a cancellation fee will apply as follows:

28 – 14 days 60% of total fare

13 – 0 days 100% of total fare

5. Itineraries

The client is aware that the itineraries are flexible and could be influenced by local conditions. EcoLife Expeditions (Pty)Ltd reserves the right to make changes to the itinerary should it be deemed necessary. EcoLife Expeditions (Pty)Ltd will not accept any claims of any nature including consequential damages as a result of any accommodation or other facilities, made or becoming unavailable during the expedition. The client hereby indemnifies and holds EcoLife Expeditions (Pty)Ltd harmless in respect of any such claim.

6. Logistical terms and conditions

All other terms and conditions relevant to logistics of expeditions are contained in Reservation Agreement.

7. Customer Privacy policy

EcoLife Expeditions (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.lawsouthafrica.up.ac.za/index.php/current-legislation>.

8. Payment options accepted

Payment may be made via Visa, Mastercard, Diners Club and American Express.

9. Card acquiring and security

Card transactions will be acquired for EcoLife Expeditions (Pty)Ltd 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.

10. Customer details separate from card details

Customer details will be stored by for EcoLife Expeditions (Pty)Ltd 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.

11. 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 United States Dollar (USD).

12. Responsibility

EcoLife Expeditions (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.

13. Country of domicile

This website is governed by the laws of South Africa and EcoLife Expeditions (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:

457 Polaris Avenue, Waterkloof Ridge x2, Pretoria, South Africa.

14. Variation

EcoLife Expeditions (Pty)Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.

15. **Company information**

This website is run by EcoLife Expeditions (Private company) based in South Africa trading as EcoLife Expeditions and with the registration number 1997/008791/07 and Prof W van Hoven & Mr P van Hoven (Directors).

16. **EcoLife Expeditions (Pty)Ltd contact details**

Company Physical Address: 457 Polaris Avenue, Waterkloof Ridge x2, Pretoria, South Africa

Email: vanhoven@ecolife.co.za / suzanne@ecolife.co.za

Telephone: +27-63-689 5659/+27-82-557 3142