

## **Terms and conditions**

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

‘High Five Adventures PTY Ltd’ is a business in the tourism industry that organizes (water)sports activities and clinics.

### **2. Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 1 day and delivery confirmed by a mail with booking confirmation

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

The provision of goods and services by ‘High Five Adventures PTY Ltd’ is subject to availability. In cases of unavailability due to not sufficient weather conditions, ‘High Five Adventures PTY Ltd’ will reschedule the booked activity till the conditions are suitable. In case the client is not able to finalize his/her booked courses that season due to poor conditions, ‘High Five Adventures PTY Ltd’ will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10% administration fee.

### **4. Damaged goods policy**

In case any gear gets damaged during rentals, the client will take care of the costs of repair.

In case any gear gets damaged during clinics, the client will only take care of the costs of repair in case of negligence of the student.

### **5. Customer Privacy policy**

‘High Five Adventures 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.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569).

### **6. Payment options accepted**

Payment may be made via Visa and MasterCard, EFT or cash on location

### **7. Card acquiring and security**

Card transactions will be acquired for ‘High Five Adventures 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](http://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 'High Five Adventures 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](http://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**

'High Five Adventures PTY Ltd' takes responsibility for all aspects relating to the transaction including sale services sold on this website, customer service and support, dispute resolution and delivery of goods.

'High Five Adventures PTY Ltd' is not liable for any missing items, nor injuries or death happened during our activities or while being on our premises.

#### **11. Country of domicile**

This website is governed by the laws of South Africa and 'High Five Adventures 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.

#### **12. Variation**

'High Five Adventures PTY Ltd' 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 'High Five Adventures PTY Ltd' based in South Africa trading as 'High Five Adventures PTY Ltd' with registration number 2014 / 209664 / 07 and Sheree Smit as owner.

#### **14. 'High Five Adventures PTY Ltd' contact details**

Company Physical Address:

High five Kitesurfschool & Adventures  
68 beach boulevard  
7441 Bloubergstrand  
Cape Town, South Africa

Email: [info@high-five.co.za](mailto:info@high-five.co.za)

Telephone: 0027 (0) 72 902 7899