

1. Detailed description of goods and/or services

4 Knights International events (Pty) Ltd is a business in the events management industry that organize accommodation and services for Chess Events.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 7 days and reservations will be confirmed by email.

3. Booking procedure

Accommodation and services booked by 4 Knights International events (Pty) Ltd is subject to availability. A 30% deposit is requested to secure a booking. An additional 30% of the booking price is payable by 31 August 2017. The balance of the booking must be paid before 31 October 2017.

4. Return and Refunds policy

In case of a cancellation by the client,

- A 10% administration fee will be levied on all cancellations on the total amount of the booking.
- 60% refund if cancelled before 30 November 2017, unless replaced with another booking.
- No refund if cancelled after 30 November 2017, unless replaced with another booking
- No refunds on early departures.

5. Customer Privacy policy

4 Knights International events (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.

6. Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the 4 Knights International events Pty (Ltd) bank account, the details of which will be provided on request.

7. Card acquiring and security

Card transactions will be acquired for 4 Knights International events (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.

8. Customer details separate from card details

Customer details will be stored by 4 Knights International events (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.

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

4 Knights International events (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.

11 Country of domicile

This website is governed by the laws of South Africa and 4 Knights International events (Pty) Ltd chooses as its domicilium citandi et executandi for all purposes under his agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, 676 Pirokseen st, Elarduspark .

12 Variation

4 Knights International events (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 4 Knights International events (Pty) Ltd based in South Africa trading as 4 Knights International events (Pty) Ltd and with registration number 2015/285160/07

Directors:

Caren Cruywagen
Judy-marie Steenkamp
Hendrik du Toit
Ronald King

14 Company contact details

Company Physical Address: 676 Pirokseen st, Elarduspark.
Email: caren@4knights.co.za Telephone: 0834447163