



Payment terms and conditions

1. Detailed description of goods and/or services

The Log Cabin (Pty) Ltd is a business in the tourism industry which provides accommodation as the primary service.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 5 working days and delivery confirmed by way of booking or voucher number.

3. Return and Refunds policy

The provision of goods and services by The Log Cabin (Pty) Ltd is subject to availability. In cases of unavailability, The Log Cabin (Pty) Ltd will attempt to refund the client in full within 30 days. Cancellation of orders by the client will attract a 5% administration fee. The client will be held responsible for damaged goods, and may be expected to replace the damaged item or to compensate The Log Cabin (Pty) Ltd for the replacement value of the item.

4. Customer Privacy policy

The Log Cabin (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.

5. Payment options accepted

Payment may be made via Visa and MasterCard.

6. Card acquiring and security

Card transactions will be acquired for The Log Cabin (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.

7. Customer details separate from card details

Customer details will be stored by The Log Cabin (Pty) 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.

8. 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).

9. Responsibility

The Log Cabin (Pty) 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.

10. Country of domicile

This website is governed by the laws of South Africa and The Log Cabin (Pty) 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.

11. Variation

The Log Cabin (Pty) may, in its sole discretion, change this agreement or any part thereof at any time without notice.

12. Company information

This website is run by The Log Cabin (Pty) based in South Africa trading as The Log Cabin and with registration number 2017/298865/07 and owners.

13. The Log Cabin (Pty) contact details

Company Physical Address: The Log Cabin, Louisvale Wine Estate, Devon Valley, Stellenbosch, Western Cape, South Africa

Email: info@thelogcabin.co.za

Telephone: +27 (82) 521 7035