



## DPO PayGate

### Terms and Conditions

#### 1. Description of Goods and/or Services

Africa Massive (Pty) Ltd. is a business in the Meetings, Incentives, Conferences, Events and Leisure Tourism industry that provides services to groups and individuals.

#### 2. Return and Refunds Policy

The provision of goods and services by Africa Massive (Pty) Ltd. is subject to availability. In cases of unavailability, Africa Massive (Pty) Ltd. will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10% administration fee.

#### 3. Customer Privacy Policy

Africa Massive (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).

#### 4. Payment Options Accepted

Payment may be made via Visa, Mastercard, Diners or American Express cards or by bank transfer into the Africa Massive (Pty) Ltd. bank account, the details of which will be provided on request.

#### 5. Card Acquiring and Security

Card transactions will be acquired for Africa Massive (Pty) Ltd. 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](http://www.paygate.co.za) to view their security certificate and security policy.

#### 6. Customer Details separate from card details

Customer details will be stored by Africa Massive (Pty) Ltd. separately from card details which are entered by the client on DPO Pay Gate's secure site. For more detail on DPO PayGate refer to [paygate.co.za](http://paygate.co.za).

#### 7. 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).

#### 8. Responsibility

Africa Massive (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.

#### 9. Country of Domicile

This website is governed by the laws of South Africa and Africa Massive (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.

#### 10. Variation

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

#### 11. Company Information

This website is run by Africa Massive (Pty) Ltd. (Private company) based in South Africa trading as africaMASSIVE and with registration number 2018/362545/07.

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Africa Massive (Pty) Ltd t/a africaMASSIVE

Company Registration Number: 2018/362545/07

VAT Number: 4020283042

**Managing Director**

Angus Morton

**Contact Number**

+2782 770 3855

**Email Address**

angus@africamassive.co.za

**Physical Address**

Unit 5, Kyalami View II, 27 Montrose Road

Barbeque Downs, Johannesburg, 1685