

TERMS AND CONDITIONS

1. Detailed Description of goods and/or services
Granite Leisure (Pty) Ltd Trading as Bayview Hotel is a business in the hospitality industry that sells accommodation.
2. Delivery Policy
Subject to availability and receipt of payment, requests will be processed within 1 days and confirmed by way of email.
3. Return and Refunds Policy
The provision of goods and services by Granite Leisure is subject to availability. In cases of unavailability, Granite Leisure will refund the client in full within 30 days. Cancellation of orders by the client will attract a 2% administration fee.
4. Customer Privacy Policy
Granite Leisure (Pty) Ltd shall take all reasonable steps to protect the personal information of users. For purposes of this Clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 200 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_if=3569
5. Payment Options Accepted
Payment may be made via VISA, MasterCard, Diners or American Express Cards or by bank transfer into Granite Leisure (Pty) Ltd's bank account, the details of which will be provided on request.
6. Card Acquiring and Security
Card transactions will be acquired for Granite Leisure (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 to view their security certificate and security policy.
7. Customer Details Separate from Card Details
Customer details will be stored by Granite Leisure (Pty) Ltd separately from card details which are entered by the client on DPO PayGate's secure site. For more details on DPO 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
Granite Leisure (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.
10. Country of Domicile
This website is governed by the laws of South Africa and Granite Leisure (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 of communication whatsoever nature, as office 104 Pine Park, 1 Logan Way, Pinelands, 7405, Cape Town, South Africa.
11. Variation
Granite Leisure (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.
12. This website is run by Granite Leisure (Pty) Ltd based in South Africa trading as Bayview Hotel and with registration number 2015/275011/07 and Ryan Goodman and David Ruben Lewis as directors.
13. Granite Leisure (Pty) Ltd Contact Details
Physical address : Office 104 Pine Park, 1 Logan Way, Pinelands, 7405
Email : info@granitegroup.co.za
Telephone : 0861 177 770