



Payment Information

Dear Valued Client,

Herewith the payment information for your ease.

We only accept Credit Card and Wire Transfers as form of payment.

Herewith a detailed explanation of each process.

Credit Card

We use an online merchant which is built into our accounting system. You can process payments in your customer zone and it will automatically receipt your payment. We refer to our accounting system as Sage One Accounting. You can pay using a Visa or MasterCard.

Your credit card must be VISA Verified or MasterCard Verified before the transaction will be completed. This if for your own safety and the safety of your credit card to avoid any credit card fraud.

Verified by VISA - www.visa.com/verified/

Verified by MasterCard - <http://www.mastercard.us/securecode.html>

Wire Transfer

Bank Name..... First National Bank
Account Holder..... Safari Concierge cc
Account No..... 62524156074
Type..... Current Account
Branch..... The Glen
Branch Code..... 259605
SWIFT Code..... FIRNZAJJ

Reference Number is always the invoice number. For example **INV0000145**

Safari Concierge Customer Zone

You have your own accounting area. Here you can view all your quotations, invoices, payments and statement.

If you do a wire transfer or credit card payment it will automatically receipt the payment and update your account status once cleared in the bank.

To access your customer zone, follow the link on the email you received with your invoice.



Payment Terms and Conditions

Payments are to be made in ZAR – South African Rand unless otherwise specified. All invoices are due on receipt. Services will only be booked and confirmed once the payment has been processed. Once the payment has been processed you will receive a receipt which will serve as your confirmation. It is your responsibility to make sure your service information is correct before processing the payment. We will assume that you accept our terms and conditions set out within this document and on our website once the payment has been processed. We will also assume that all details are correct when we receive your payment receipt. All prices are subject to R.O.E and availability. Penalties will be charged for late bookings.

Cancellation Policy

- Cancellation less than 30 days prior to arrival- 25% cancellation fee
- Cancellation less than 14 days prior to arrival- 50 % cancellation fee
- Cancellation less than 48 hours prior to arrival- 80 % cancellation fee
- No Show - 100% cancellation fee

Broker and Liability Clause

Safari Concierge cc acts as broker between the client and the service provider. Only approved, reputable and licensed service providers are subcontracted by Safari Concierge cc to assist clients with services and products. Safari Concierge cc will not be held liable for any claims and damages relating to third party service providers. For more information on our Terms and Conditions please visit our website on www.safari-concierge.co.za .

I trust this answers your questions regarding the payment arrangements.

Please let me know if you have further questions.

Kindest regards,

Bianca Bothma

EXECUTIVE CONCIERGE

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