

1. Detailed description of goods and/or services

Consultus (Pty) Ltd is an event organising business agent in the conference industry that organise conferences/events for clients.

2. Delivery policy

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

3. Return and Refunds policy

The provision of bookings/registrations by Consultus (Pty) Ltd is subject to availability. In cases of unavailability, Consultus (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders/bookings/registrations by the client is subject to the specific event cancellation policy.

4. Customer Privacy policy

Consultus (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, MasterCard or American Express Cards or by bank transfer into the Consultus (Pty) Ltd bank account, the details of which will be provided on request.

6. Card acquiring and security

Card transactions will be acquired for Consultus (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 <http://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 Consultus (Pty) Ltd separately from card details which are entered by the client on DPO PayGate's secure site. For more detail 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

Consultus (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 Consultus (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, Office 03, Bonitas Office Park, Carl Cronje Drive, Tyger Waterfront, Tygervalley, 7536.

11. Variation

Consultus (Pty) Ltd 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 Consultus (Pty) Ltd (private company) based in South Africa trading as Consultus and with registration number 2002/002989/07.

13. Consultus (Pty) Ltd contact details

Company Physical Address: Office 03, Bonitas Office Park, Carl Cronje Drive, Tyger Waterfront, Tygervalley, 7536
Email: consult@consultus.co.za, Telephone: +2721 205 7381