



Terms and Conditions

Raya Hotels (PTY) Ltd is a business in the hospitality industry that markets accommodation.

These terms and conditions as may be amended from time to time and apply to all our services directly or indirectly (through distributors) made available online, by email or by telephone. By accessing, browsing and using our website and/or by completing a reservation, you acknowledge and agree to have read, understood and agreed to the terms and conditions set out below (including the privacy statement).

Delivery Policy

Subject to availability and receipt of payment, requests will be processed immediately and delivery confirmed by way of a voucher.

Privacy Policy

Raya Hotels shall take reasonable steps to protect the personal information of users.

By accessing and using any of the services offered via this website you agree to be bound by the terms and conditions set out herein. Do not access and use the site if you do not agree to be bound by these terms. Raya Hotels shall take reasonable steps to protect the personal information of users.

Credit Card Acquiring and Security

Credit Card transactions will be acquired for Raya Hotels via PayGate (PTY) Ltd who are the approved payment gateway for Standard Bank of South Africa. PayGate uses the strictest form of encryption, namely SECURE LAYER 3 (SSL3) and no credit card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

Customer Details Separate form Card Details

Customer details will be stored by Raya Hotels separately from the card details which are entered by the client on the PayGate's secure site. For more detail on PayGate refer to www.paygate.co.za

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).

Rates

The amount corresponding to your reservation will be immediately charged to your credit card, provided it has a confirmed reservation status. All rates include 1% South African Tourism Development Levy. Raya Hotels reserves the right to alter or amend rates and rate periods at any time.

Payment Options accepted

Payment may be made via VISA, MASTERCARD, DINERS and AMERICAN EXPRESS credit cards or by bank transfer into the Raya Hotels bank account. Banking details will be provided on request. Please contact us for further details.

Central Reservations:

Tel: +27 21 419 1553 / 405 5670

Fax: +27 21 418 0031

Email: rayacro2@mweb.co.za



Cancellations Policy

The provision of good and services by Raya Hotels is subject to availability. In cases of unavailability, Raya Hotels will refund the client in full within 30 days. Cancellation of orders by the client will attract a 100% administration fee. All cancellation requests must be addressed in writing to us with the reservation number as the basis reference. No refunds will be made for the unused portions of a reservation or for an early departure

Responsibility

Raya Hotels takes responsibility for all aspects to the transaction including sale of goods and services sold on this website, customer service and support, despite resolution and delivery of goods.

Country of Domicile

This website is governed by the laws of South Africa and Raya Hotels chooses as its domicilium citandi et execudandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, P.O Box 10, Gatesville, 7766, South Africa.

Variation

Raya Hotels, in its sole discretion, change this agreement or any part thereof at anytime without notice.

Company Information

This website is run by Raya Hotels based in South Africa trading as The Capetonian and Balmoral Hotels, with registration number 1994/009236/07, Director M.R Latiff.

Raya Hotels Contact Details

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