

TERMS AND CONDITIONS OF ONLINE USE

These Terms and Conditions are for the usage of the www.avril.org.za website and all the pages directly linked to that website. If you continue to utilise the www.avril.org.za website and you do not agree to these terms and conditions you will then be bound to these terms and conditions.

1. Detailed description of Organisation

Avril Elizabeth Home for the Mentally Handicapped is a charity organisation that provides services for the care, safety, well-being and protection of mentally handicapped people residing in the home, as this is where hope begins...

2. Receipt policy

Receipt of payments received will be confirmed by way of email.

3. Refunds policy

Avril Elizabeth Home for the Mentally Handicapped will refund the client in full within 30 days should the donor make a written request, however this will attract a 20 % administration fee.

4. Customer privacy policy

Home of Hope 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, Master Card or by bank transfer into the Avril Elizabeth Home for the Mentally Handicapped bank account, the details of which are on the website.

6. Credit card acquiring and security

Credit card transactions will be acquired for Avril Elizabeth Home for the Mentally Handicapped by PayGate (Pty) Ltd who are the approved payment gateway for Standard Bank of South Africa. PayGate uses the strictest form of encryption, namely Secure Socket 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.

7. Customer details separate from card details

Customer details will be stored by Avril Elizabeth Home for the Mentally Handicapped separately from card details which are entered by the client on PayGate's secure site. For more detail on 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 ZAR (South African Rand).

9. Responsibility

Avril Elizabeth Home for the Mentally Handicapped takes responsibility for all aspects relating to the transaction on this website, support and dispute resolution.

10. Country of domicile

This website is governed by the laws of South Africa and Home of Hope 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,

11. Variation

Home of Hope may, in its sole discretion, change this agreement or any part thereof at any time without notice.

12. Organisation information

This website is run by Avril Elizabeth Home for the Mentally Handicapped based in South Africa.

Registration Number – 000-704-NPO

Physical Address – 11 Castor Rd, Germiston, 1401, South Africa

Postal Address – 11 Castor Rd, Germiston, 1401, South Africa

Telephone Number – 011 822 2233

Email – aecontact@mweb.co.za