



## TERMS AND CONDITIONS

### About us

More Community Trust is a non-profit organisation whose core objective is to provide **meaningful support for our local communities** in which we operate.

Projects undertaken are all **self-sustainable**, as our belief is that by enriching communities to contribute their own effort and skill, projects are kept alive into the future. Each member of the community has a role to play, and in so doing inspires a secured pride, responsibility, accountability and happiness in community members.

Leadership of More Community Trust include representatives from the community, an independent financial adviser and a More family representative. The More family and their associated companies cover the administrative costs of the Trust so that only 7.5% of the donors' funds are used for this purpose. This therefore ensures that 92.5% of all donations received land up in the hands of the identified and approved beneficiary projects.

More Community Trust's (MCT's) purpose is to empower people in the local communities in which MORE operates. We do this by providing access to: basic education and childcare; skills development through community based development initiatives; and access to fresh water.

Over the years we have built close relationships with our local communities, and guests are encouraged to visit and roll up their sleeves to help out with development programs in place. This gives them the opportunity to experience a different - and humbling - way of living; visit culturally- and historically- significant sites; and connect with local people, while positively impacting on their lives.

These extraordinarily meaningful social experiences bring guests at all MORE Lodges and Hotels right into the heart of Southern Africa.

### Use of Site

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### Disclaimer of Warranty

The contents of this site are provided "as is" without warranty of any kind, either expressed or implied, including but not limited to warranties of merchantability, fitness for a purpose and non-infringement.

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The use of these contents is forbidden in those places where the law does not allow this disclaimer to take full effect.

### Our Rights

We reserve the right to:

1. modify or withdraw, temporarily or permanently, the Website (or any part of) with or without notice to you and you confirm that we shall not be liable to you or any third party for any modification to or withdrawal of the Website; and/or
2. change these Conditions from time to time, and your continued use of the Website (or any part of) following such change shall be deemed to be your acceptance of such change. It is your responsibility to check regularly to determine whether the Conditions have been changed. If you do not agree to any change to the Conditions then you must immediately stop using the Website.
3. We will use our reasonable endeavours to maintain the Website. The Website is subject to change from time to time. You will not be eligible for any compensation because you cannot use any part of the Website or because of a failure, suspension or withdrawal of all or part of the Website due to circumstances beyond our control.

### Privacy Policy

We are committed to protecting your privacy. This privacy policy applies to all the web pages related to this website.

All the information gathered in the online forms on the website is used to personally identify users that subscribe to this service. The information will not be used for anything other than which is stated in the Terms & Conditions of use for this service. None of the information will be sold or made available to anyone.

The Site may collect certain information about your visit, such as the name of the Internet service provider and the Internet Protocol (IP) address through which you access the Internet; the date and time you access the Site; the pages that you access while at the Site and the Internet address of the Web site from which you linked directly to our site. This information is used to help improve the Site, analyze trends, and administer the Site.

We may need to change this policy from time to time in order to address new issues and reflect changes on our site. We will post those changes here so that you will always know what information we gather, how we might use that information, and whether we will disclose that

## **TERMS and CONDITIONS - continue**

information to anyone. Please refer back to this policy regularly. If you have any questions or concerns about our privacy policy, please send us an email.

By using this website, you signify your acceptance of our Privacy Policy. If you do not agree to this policy, please do not use our site. Your continued use of the website following the posting of changes to these terms will mean that you accept those changes.

### **Cookie/Tracking Technology**

The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

### **Third Party Links**

In an attempt to provide increased value to our Users, we may provide links to other websites or resources. You acknowledge and agree that we are not responsible for the availability of such external sites or resources, and do not endorse and are not responsible or liable, directly or indirectly, for the privacy practices or the content (including misrepresentative or defamatory content) of such websites, including (without limitation) any advertising, products or other materials or services on or available from such websites or resources, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such content, goods or services available on such external sites or resources.

### **Product availability**

Lead time is dependent on stock availability. Should we have stock available, orders will be dispatched the same day provided payment is validated/received before 1400 hours.

Should the product not be in stock please allow 10 working days plus freight transit time. This will allow for manufacturing and delivery to our warehouse.

Every effort is made to effect shipment of your order timeously however unforeseen circumstances may cause delays. Should we be faced with such an occurrence More Community Trust will contact you via email and provide a revised shipping schedule.

### **Delivery Policy**

When you click to make a purchase with us legal obligations arise and your right to refund of monies charged to your credit card or paid in any other way agreed by us, are limited by our terms & conditions. You must not make any purchase through this site unless you understand and agree all our terms and conditions. Once payment is made for the purchase, it is deemed that you have read and understood the terms and conditions for such purchase. If you have any queries please contact us before making any purchase for any service through this website.

### **Shipping**

SA counter to counter

Please ensure the correct shipping address is provided from the outset as title and risk will pass to you once the order has left our premises.

## TERMS and CONDITIONS - continue

### Undeliverable packages

Occasionally packages are returned to us undeliverable. Should this event take place every attempt will be made to contact you to make arrangements for re-shipment.

### Order processing

Order processing will not begin until we receive a confirmed order and full payment.

### **Refunds/returns Policy**

Should you for any reason wish to cancel your purchase you will be liable for a 15% handling fee. You must advise us in writing of your cancellation and any such cancellation must be signed by the person who made the original purchase. The goods must be returned to us undamaged in the original packaging within 14 calendar days.

### **Disclosure of outlet country at time of payment**

Example:



South Africa  
First National Bank (FNB)

### **Payment Options and Pricing**

All transactions will be processed in South African Rands (ZAR).

### **Credit Card**

We accept MasterCard and Visa credit cards. If you do not have a credit card please utilise one of the other payment options, or simply log off and return to the site at a later time to complete your order. All of your order details will be saved online under in the Your Account section available for use whenever you're ready! Sorry for the inconvenience.



### **EFT (Electronic Fund Transfer)**

One of the most widely used ways of sending money online. Once you have added enough items to your shopping cart, proceed to "Checkout" and follow the order processing instructions. Select the option to pay via EFT. You will then have to load More Community Trust as a beneficiary on your internet banking and use the unique order number and use the unique order number in the reference line for your payment. This should ensure speedy processing and delivery of your selected products

### **Banking Details:**

Bank : First National Bank (FNB) of South Africa  
Branch No. : 270552 (White River)  
Account Name : More Community Trust

## TERMS and CONDITIONS - continue

Account No. : 62565694546  
Account Type : Current  
Swift : FIRZAJJ

### Security Policy

1. Virtual Card Services process all credit card transactions. All credit card transactions are 128 bit Secure Socket Layers (SSL) encrypted. The company registration documents and the site's registered domain name are checked and verified by Thawte, ensuring the cardholder and merchant that nobody can impersonate VCS to obtain confidential information.
2. Virtual Card Services is committed to providing secure online services. All encryption complies with international standards. Encryption is used to protect the transmission of personal information when completing online transactions. Virtual Card Services Internet servers are protected by firewalls and intrusion detection systems.
3. The Merchant does not have access to credit details.
4. Virtual Card Services continually reviews and enhances its security in line with technological changes.

### Monitoring

We have the right, but not the obligation, to monitor any activity and content associated with the Website. We may investigate any reported violation of these Conditions or complaints and take any action that we deem appropriate (which may include, but is not limited to, issuing warnings, suspending, terminating or attaching conditions to your access and/or removing any materials from the Website).

### Law

The Conditions will be exclusively governed by and construed in accordance with the laws of South Africa whose Courts will have exclusive jurisdiction in any dispute, save that we have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdictions.

### Updating of these Terms and Conditions

We reserve the right to change, modify, add to or remove from portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this Website. It is the User's obligation to periodically check these Terms and Conditions at the Website for changes or updates. The User's continued use of this Website following the posting of changes or updates will be considered notice of the User's acceptance to abide by and be bound by these Terms and Conditions, including such changes or updates.

### Consent

I understand that all the designs and trademarks are registered to More Community Trust and hereby accept the terms and conditions. I undertake not to copy/duplicate the trademarks and designs directly or indirectly in anyway and understand the legal implications thereof. Should I be found to be in violation of this agreement I understand that I will be held liable for all legal costs incurred by More Community Trust for any civil action or any legal action deemed necessary against me.

### Contact Details

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A copy of the ECT Act is available at <http://www.polity.org.za/pol/acts/2002>.