



TERMS AND CONDITIONS

1. Detailed description of goods and services

These terms and conditions are applicable when utilizing the Electronic tuckshop ordering system (On premise or via LUNCH HUB) and the PAYGATE (www.PAYGATE.co.za) payment solution. This site will enable GLENSTANTIA PRIMARY SCHOOL students to make purchases at the tuck-shop, located on the Glenstantia's campus.

2. Delivery policy

The website will grant access to the Glenstantia community to make deposits into the children's tuckshop accounts for purchasing hot and cold foods and/or any other items for sale at the tuck-shop. No substitutes will be given and orders not collected by 14h00 will be forfeited. New and second-hand clothing may also be purchased by utilising this system.

3. Return and Refunds policy

Any problem with food products purchased at the Schools' tuckshop should be reported to GLENSTANTIA PRIMARY SCHOOL immediately. Should there be found to be fault with the item, GLENSTANTIA PRIMARY SCHOOL has the right to either replace the product, if stock is available, or credit your account. Refunds will not be given for food ordered, but not collected as the school has already incurred expense producing the meal. Future orders can be cancelled up until the Thursday of the week before, as stock orders are placed on a Friday.

Clothing products may be exchanged for another size if unused, although there may be a further amount owing if a larger size is taken as the different sizes are priced differently. If a smaller size is taken, the difference will be refunded on the client's written instruction either via EFT or to the client's LUNCH HUB account. Cash refunds will not be given.

4. Customer Privacy Policy

All personal information is stored at GLENSTANTIA PRIMARY SCHOOL and is not shared with third party vendors apart from email addresses for the purpose of enacting payments via PAYGATE.

5. Payment options accepted

Payment may be made via Visa, MasterCard or debit cards. Payments may also be made in cash, in advance, at the tuck-shop. EFTs will be accepted until the electronic payment gateway has been implemented, however once the system has been implemented, EFTs into the school account will no longer be accepted. Any money paid into the school account intended for the tuck-shop will be allocated to school fees regardless of whether the Tuck-shop reference was used.

6. Credit card and Debit Card acquiring and security

Credit card and Debit card transactions will be processed for GLENSTANTIA PRIMARY SCHOOL via PAYGATE (Pty) Ltd who are an approved payment gateway by South African banks.

PAYGATE uses the strictest form of encryption. 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. GLENSTANTIA PRIMARY SCHOOL is not responsible for any transactions made by the Lunch Hub solution or payment gateway. Even though GLENSTANTIA PRIMARY SCHOOL has endeavored to implement a secure solution, we are reliant on the third party to ensure security and as such cannot be held liable for any transactions made via this portal.

Customer details will be stored by GLENSTANTIA PRIMARY SCHOOL separately from card details that are entered by the client on PAYGATE's secure site. For more detail on PAYGATE refer to www.PAYGATE.co.za. GLENSTANTIA PRIMARY SCHOOL will not have access to any individual's card information.

7. 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).

8. Responsibility

Should there be reasonable belief that any actions taken by GLENSTANTIA PRIMARY SCHOOL, any of its stakeholders or users of the Website are in breach of these Terms and Conditions or in any other way infringe on your rights, please send us a formal notice (hereafter referred to as a Notice of Complaint), via e-mail outlining your complaint on possible breach of the Terms and Conditions. A Notice of Complaint should be sent to accounts@glenstantia.co.za. Such Notice of Complaint should include the following details: a. the date; b. the time and; c. the basis of your complaint.

9. Domicilium citandi et executandi

The laws of South Africa govern this website, and GLENSTANTIA PRIMARY SCHOOL 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, the following address:

GLENSTANTIA PRIMARY SCHOOL
Anton van Wouw Street
Constantia Park
0010

10. Variation

At its own discretion, GLENSTANTIA PRIMARY SCHOOL may change this agreement or any part thereof at any time and without notice

11. Cancellation

If for any reason you want to cancel the transaction and be reimbursed, please send an email to accounts@glenstantia.co.za detailing the amount you deposited with as much information as possible about the transaction. Please also include the amounts you wish to have reimbursed. The money will be reimbursed to your Tuckshop account. Monetary refunds will only be done at the end of every school year or if your child leaves the school before the end of the school year.

12. Company information

This website is run by SCANTRACK SA (Pty) Ltd on behalf of GLENSTANTIA PRIMARY SCHOOL (Section 21) based in South Africa.

13. GLENSTANTIA PRIMARY SCHOOL's contact details

Email: accounts@glenstantia.co.za
Telephone: 012-998-6116
Contact: Gaby Warren, Business Administrator