



THE ORIENT

Francolin Conservancy, Elandsfontein, Crocodile River Valley, Pretoria, South Africa

www.the-orient.net or www.restaurantmosaic.com

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GPS Coordinates: 25 ° 45 ' 40.0 " S (-25.761114) 27 ° 59 ' 56.6 " E (27.999083)

RESERVATION TERMS AND CONDITIONS

1. Content and Terms of the Agreement

These general terms and conditions are applicable to every offer of The Orient and to every distance agreement concluded between the Customer and The Orient, through the website www.the-orient.net. This agreement is consistent with the purchase of the reservation of accommodation and services.

These general terms and conditions have priority over the Customer's possible general purchase conditions of which the application is being explicitly excluded.

The Customer can acquaint himself of the general terms and conditions by clicking the link on the www.the-orient.net/termsandconditions. These terms and conditions are placed at the Customer's disposal in a durable medium (PDF) so that these remain unaltered when saved and/or printed. The Customer can therefore easily consult these terms and conditions later on. During the purchasing process, the Customer will be explicitly asked to declare he has read the general terms and conditions and that he accepts these without reservations.

This can be done by means of ticking the intended check box.

In case of distance selling by telephone, a link to these general terms and conditions will be included in the confirmation e-mail.

2. Prices and realisation of the agreement

- The purchasing process will start as soon as the Customer confirms a reservation. The agreement takes effect from the moment the Customer ticks the check box to accept these terms and conditions and consequently confirms his reservation.
- The products and services that the Customer can buy through the Internet are being described in an adequately detailed way so that the Customer can assess

the service correctly. If the Customer is unsure of the service's content he wishes to buy through the Internet, it is his responsibility to obtain the necessary information from The Orient before making a reservation.

- Great care is taken when displaying the prices on the website www.the-orient.net
- The offer price is not necessarily an all-in price. At the occasion, the Customer can request extra services that will be charged at standard prices.

3. Cancellation period and right of withdrawal

The Customer, in the capacity of natural person, has, in the event of a purchase for non-professional purposes, the right to inform the company of his wish to withdraw the reservation.

- The Customer will be subject to a 50% cancellation charge of the full contractual stay, if cancelled within 14 days of the expected day of arrival.
- If the Customer wishes to make use of his right of withdrawal, he should notify The Orient of this intention in writing during the cancellation period by sending his request to reservations@the-orient.net

4. Advance payment and cancellation regulations

When the distance sale for reservations up to 8 persons is being concluded, it is likely the Customer will be asked for an advance payment of part of the amount or the full amount owed and to which the cancellation regulations apply.

When an advance payment is required, the Customer will be informed of a due date subject to the time of ordering.

If the advance payment is not received within the indicated period of time, The Orient has the right to unilaterally terminate the agreement without further notice.

When the Customer opts for an online payment, The Orient has the right to unilaterally terminate this agreement provided that the payment has not been done successfully within 24 hours following confirmation of the purchase.

In the event of a distance sale by telephone, the advance payment implicates that the Customer irrevocable accepts these regulations.

If the Customer cancels his order, the following cancellation regulations will be applied in order to possibly retrieve the advance payment:

- If the Customer makes a cancellation more than 14 calendar days (more than 4 weeks for group reservations of 20 people or more) prior to delivery of the goods or services, he will receive a full refund of the advance payment.
- If the Customer makes a cancellation between 14 and 7 calendar days (3 weeks for group reservations of 20 people or more) prior to delivery of the goods or services, he will receive a 50% refund of the advance payment.

- If the Customer makes a cancellation less than 7 calendar days (2 weeks for group reservations of 20 people or more) prior to the delivery of the services, the advance payment will not be refunded, it will cover the administrative costs instead.
- The cancellation regulations will be applicable at all times. On no account may the Customer may appeal to circumstances beyond one's control (i.e. accident, bad weather, illness, death, impediment, etc.).
- Cancellations can only be made by telephone or alternatively by e-mail. Cancellations by SMS or by any other means will not be considered valid.

5. Confirmations and reminders

When making a reservation, the Customer will always receive a confirmation e-mail, if a valid e-mail address has been communicated.

The Customer will receive a reminder about the execution of the services by e-mail and/or telephone.

The following precautions will be taken:

- The Customer should reconfirm his reservation 7 days prior to arrival.
- The Customer should reconfirm his reservation for groups of 6 people or more 14 days (4 weeks for groups of 20 people or more) prior to arrival.
- In the event of cancellation less than 48 hours prior to arrival or in case of a "no show", the full amount will be charged, except when the Customer has paid an advance payment. This Customer will not receive a refund of his advance payment (Advance payment and cancellation regulations).
- When the Customer concludes the reservation, he consequently agrees with the above-mentioned regulations and gives The Orient the irrevocable authorization to deduct these compensations from the mentioned credit card or by means of invoicing.
- The Customer cannot choose not to receive payment reminders in case the advance payment was not paid directly online.
- For technical reasons, the delivery of confirmations and/or reminders by e-mail from The Orient can never be 100% guaranteed. The Customer can never state that the event of not receiving a confirmation or reminder is the reason for his cancellation of the agreement. In the event of not receiving a confirmation or reminder, the Customer can always contact The Orient with the request to forward these documents once again.

6. Applicable law and liability

The present agreement is subject to South African Law. Occurring disputes are subject to the exclusive jurisdiction of the courts of South Africa.

The Customer who makes the reservation or places the order, will be held responsible by The Orient.