

**Reservations Service**

The CIMSO WEBres system is an online lodging reservations service, based in Singapore, with operations in Asia, Africa and South America. It provides a real time link between the lodging establishments in 12 countries which uses our INNkeeper management software, and travel wholesalers as well as business and leisure travellers worldwide.

We understand that booking your travel over the Internet is critical to your travel experience, and our efforts are concentrated on providing you with quality reservations service. For this reason we have established the following policies to enable you to use our service with confidence:

**Secure Payment Policy**

The CIMSO WEBres payment system ensures confidentiality of your personal data and safe use of your credit card for travel transactions. You may provide your Visa, MasterCard, Diners or American Express credit card details, using our secure (SSL3) online Cardholder Information Form.

None of your credit card details are stored on the WEBres website. Your personal and booking information is stored by WEBres separately from your Card Information which are entered on the secure sites of the transaction acquirer for each respective regional server.

The merchant outlet country for this website is South Africa, and the transaction currency is South African Rand (ZAR). Credit card transactions for this website are acquired via PayGate (Pty) Ltd who are the approved payment gateway for ABSA Bank, South Africa. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3). You may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

**Privacy Policy**

CIMSO and its worldwide distribution channel, PSD, are committed to protecting the privacy of WEBres users, and the overall integrity of the Internet. To that end we have adopted the following privacy policy:

We will not sell your personal information to, or share it with any third party, unless we have given you specific notice or have asked for your permission.

We reserve the right to disclose or report personal information in limited circumstances where we believe, in good faith, that disclosure is required under law, order of Court or directive of a Regulatory Authority or to cooperate with regulators or law enforcement authorities or to perform necessary checks.

We will protect the confidentiality of your personal information provided at WEBres pages. Whenever we collect personal information from you, we will reference this privacy policy or otherwise explain to you how we intend to use such personal information.

For the purpose of securing bookings made on WEBres we are obliged to hand some of your personal information to the relevant lodging establishment. Information shared with lodging establishments is protected with a strict confidentiality agreement.

WEBres system support is provided strictly and only by CIMSO and PSD staff and they conform to our privacy policy standards. They may not use or disclose personal information except in the execution of their bookings related duties. All our employees are required to safeguard such personal information, as

specified in their confidentiality agreements with us.

In compliance with South African legislation customers "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA), a copy of which may be downloaded from [www.psd.co.za](http://www.psd.co.za)

### **Cancellation, shortened stay and refund policy**

CIMSO WEBres merely provides a link between you and the lodging establishments of your choice. Cancellation and refund policies are determined by each lodging establishment. You may view these policies on their respective web sites. Please check each establishments policies carefully before you contract with them.

#### **General guidelines in respect to cancellations:**

The following are general guidelines to assist you in managing cancellations.

When you make a booking on WEBres your confirmation e-mail will specify the exact cancellation due date deadline before which you must cancel in order to avoid a cancellation penalty. Generally, the cancellation due date is 21 days prior to arrival at the establishment. The penalty charge is usually one-night stay, unless otherwise specified on the confirmation email.

Your cancellation request must be submitted via e-mail or facsimile, prior to the due date noted on your confirmation, in which case you may be refunded up to 100% of the cost of your stay, less a \$10 administration fee. Refunds will be processed within 14 days of receiving the request. Late cancellation requests will also be processed within 14 days, and any applicable penalty charge will be deducted from the amount refunded.

Failure to arrive at your lodging establishment will be treated as a late cancellation and will incur a minimum cancellation fee of one (1) room night per booking, unless otherwise specified in the confirmation email.

Please notify the lodging establishment of your cancellation as soon as possible.

#### **General guidelines in respect to shortened stay:**

Shortened stay will be refunded directly by the establishment, usually net of any penalty charges. Some refunds may take several days due to the establishment's administration process. Please check the refund amount and period with the lodging establishment, prior to your departure.

Establishments may apply a penalty charge to a shortened stay at late notice. Please also note that shortening your stay during the high season, periods of high occupancy, during trade fairs and conventions, or failure to cancel your reservation prior to the due date noted on your confirmation may result in a penalty charge being imposed by the hotel. If a penalty charge is incurred, this will be deducted from the amount refunded.

Any changes to your reservation must be made directly with the lodging establishment as soon as possible.

Should you experience any problems with cancellations or refunds, please contact us at:

- On our website [www.cimso.com](http://www.cimso.com)
- By telephone +65 6846 9029 office hours UTC+8 (international charges will apply)
- By e-mail: [accounts@cimso.com](mailto:accounts@cimso.com)

**General****Disclaimer**

CIMSO WEBres makes every effort to ensure that any materials or rates displayed on this website are accurate as at the date of issue. Changes in market conditions or circumstances may occur after the issue date which may make information displayed on this website no longer accurate or no longer reflect the current position.

CIMSO WEBres hereby expressly disclaims any representation, warranty or undertaking in relation to the accuracy, completeness, quality or adequacy of any contents of this website.

While CIMSO WEBres makes every effort to work with lodging establishments which provide an acceptable standard of service and accommodation for the price paid, we hereby expressly disclaim any representation, warranty or undertaking in relation to the quality or adequacy of any lodging establishment listed on our website.

CIMSO WEBres may, in its sole discretion, change this agreement or any part thereof at any time without notice.

**Governing Law**

This website is run by PSD Professional Systems Distribution (Pty) Ltd, Reg No 1993/06285/07, Tax No 4280139959, and is governed by the laws of South Africa. PSD 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 contact detail listed below.

Postal Address: PO Box 2514, Somerset West, 7129, South Africa  
Delivery Address: Suite A1 The Beachhead, 10 Niblick Way, Somerset Mall, Somerset West.  
E-mail: [support@psd.co.za](mailto:support@psd.co.za)  
Telephone: +27 21 8522388  
Facsimile: +27 21 8522674