

Faircity terms and conditions

About Us

Faircity Hotels and Apartments (Pty) Ltd is offering this online accommodation booking service to our guests which is built around our brand promise which is fast, friendly, efficient and safe.

By accessing and using any of the services offered via the website you agree to be bound by the terms and conditions set out herein. Do not access and use the site if you do not agree to be bound by these terms.

Use of Site

You may only use this site to browse the content, make legitimate reservations and shall not use this site for any other purposes, including without limitation, to make any speculative, false or fraudulent reservations

You agree to abide by these terms and conditions in respect of any reservations or other services for which fees may be charged and that you are responsible for all charges, fees, duties and taxes arising out of the use of this website (as well as for any use of your account by others, including any person under the age of eighteen years).

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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 its content and/or accuracy thereof, any services provided via this website or the suitability of any of the services for a particular purpose or the effectiveness of any security or encryption facilities. The owner of this site, the authors of these contents and in general anybody connected to this site in any way, from now on collectively called "Providers", assume no responsibility for errors or omissions in these contents.

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Faircity's 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/make use 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 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 E-mail.

Personal information is generally requested when making reservations, joining the Property Developers/Owners section; or registering to use this website, when requesting a particular service, when sending feedback or when entering a competition.

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.

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.

Transmission and Storage of Information

The information provided by you will be treated as confidential, subject to Faircity's policies and procedures regarding the protection and use of confidential information.

When Faircity asks you for credit card data, it is transferred over a Secured Sockets Layer (SSL) line, provided you are using a SSL enabled browser such as Microsoft Internet Explorer or Netscape Navigator. We also use SSL on other select pages where you would enter personal information. This ensures that your information is encrypted as it travels over the Internet. This secure mode is enabled before any personal information is transmitted from your computer.

Once information reaches Faircity, it is stored on a secure server that resides behind firewalls designed to block unauthorized access from outside of Faircity. As the laws relating to the securing of personal information vary by country, Faircity may put additional measures in place. Information collected on the websites covered by this privacy statement is generally processed and stored in South Africa.

Availability

Bookings are subject to availability.

Reservation Processing

The reservation processing will not begin until we receive a confirmed booking and full payment.

A payment gateway is operational on this website. After your card information has been validated via the payment gateway your reservation will be confirmed.

We accept Visa, MasterCard, American Express and Diners Club. Should you wish to make a payment with another card type, please contact the hotel.

The card used for the booking has to be presented on check-in as well as valid identification.

Other services at the hotel used will be paid for when checking out.

You agree that this transaction constitutes an electronic transaction as defined in the Electronic Communications and Transactions Act 2002 (as amended) and that a binding agreement has been concluded between Faircity and you in terms of which you authorize the Faircity hotel at which a reservation has been made to deduct from, or to debit, the credit card the amount owing for services rendered or to be rendered and that your written signature shall not be required for authorisation purposes.

By accepting the terms and conditions you are accepting this entire agreement.

Cancellation and Refunds

Should you for any reason wish to cancel your booking the following will apply:

Cancellations made within 21 days of arrival will be subject to 50% charge of total booking.

Cancellations made within 7 days of arrival will be subject to 75% charge of total booking.

Cancellations made within 72 hours before arrival, or "no shows" will be subject to 100% charge of total booking.

Should you wish to shorten your stay and amend your booking 14 days or longer before arrival, Faircity will make the refund within 7 days of your email stating the changes made. Should you fail to inform the hotel of your changes, Faircity will not make the refund. If the changes are made within 14 days of arrival, refunds will be settled on departure.

Payment Options and Pricing

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

All rates are inclusive of 14% VAT, but exclude tourism levies.

Only credit card payments will be accepted via the internet.

Confirmation of reservation

Should your booking be successfully verified by the bank, a confirmation email will be sent to the email address supplied. If unsuccessful, an email will be sent to you informing you of an unsuccessful booking.

We advise that you print out the confirmation and present it on check-in.