

## **DPO PayGate Minimum Terms and Conditions (T & C's)**

### **1. Detailed description of goods and/or services**

Ongwediva Trade Fair Society is a business in the events industry that offers events management.

### **2. Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 1 day and delivery confirmed by way of email notification.

### **3. Return and Refunds policy**

The Ongwediva Trade Fair Society provides services, including artist application processing, on a non-refundable basis. The N\$110 application fee is required for each submission and is not subject to refund under any circumstances. This fee is necessary to cover administrative costs and ensure a committed application process.

### **4. Customer Privacy policy**

Ongwediva Trade Fair Society shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: <http://www.lawsouthafrica.up.ac.za/index.php/current-legislation>.

### **5. Payment options accepted**

Payment may be made via Visa and MasterCard, or by bank transfer into the Ongwediva Trade Fair Society bank account, the details of which will be provided on request.

### **6. Card acquiring and security**

Card transactions will be acquired for Ongwediva Trade Fair Society via DPO Group who are the approved payment gateway for Namibian Acquiring Banks. DPO uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website.

### **7. Customer details separate from card details**

Customer details will be stored by Ongwediva Trade Fair Society separately from card details which are entered by the client on DPO's secure site.

### **8. Merchant Outlet country and transaction currency**

The merchant outlet country at the time of presenting payment options to the cardholder is Namibia. Transaction currency is Namibian Dollar (NAD).

### **9. Responsibility**

Ongwediva Trade Fair Society takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

**10. Country of domicile**

This website is governed by the laws of Namibia. Ongwediva Trade Fair Society 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 Ongwediva Trade Fair Society.

**11. Variation**

Ongwediva Trade Fair Society may, in its sole discretion, change this agreement or any part thereof at any time without notice.

**12. Company information**

This website/app is run by Ongwediva Trade Fair Society (Section 21 Company) based in Namibia trading as Ongwediva Trade Fair Society and with registration number 21/2020/0014 and 7 Number of (Directors).

**13. Ongwediva Trade Fair Society contact details**

Company Physical Address: Erf. 6322 Ongwediva, Main Road.

Email: [info@oatf.com.na](mailto:info@oatf.com.na)

Telephone: +26465230191