

TERMS AND CONDITIONS

1. Detailed description of goods and services

EAT. LEARN. LIVE

Nourishing students is not only our business; it's our passion, our mission, and our commitment. Chartwells is a diverse family of food and nutrition specialists, expertly trained and dedicated to serving your academic community.

We create customized dining service solutions that benefit our partners through unique and innovative programming and facilities. - Chartwells

Catering at AISJ is a profit share venture with Chartwells, Compass Group SA (PTY) Ltd."

These terms and conditions will be applicable, www.paygate.co.za. This site will enable AISJ students to make purchases at the Cafeterias, located at the AISJ Johannesburg and Pretoria campus.

2. Delivery policy

The website will grant access to the AISJ community to make deposits into the children's accounts for purchasing hot and cold foods/and any other items on sale. Purchases can be made using funds available in these accounts at the cafeteria located on both Campuses.

3. Return and Refunds policy

Any problem with products purchased at any of the Schools' cafeteria's, be it hot or cold food, should be reported to AISJ within 12 hours of purchase thereof. AISJ has the discretion to credit your account, which credit could be used towards purchased towards any food product sold at the Cafeteria.

4. Customer Privacy Policy

All personal information is stored at AISJ and is not shared with third party vendors apart from email addresses for the purpose of enacting payments via Paygate (see below)

5. Payment options accepted

Payment may be made via Visa or MasterCard. Payments may also be made via EFT - the details of which will be provided on the AISJ Lunch Hub Portal.

6. Credit card acquiring and security

Credit card transactions will be acquired for AISJ via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks.

PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and 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.

7. Customer details separate from card details

Customer details will be stored by AISJ separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to www.paygate.co.za AISJ will not have access to any individual's card information.

8. 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).

9. Responsibility

Should there reasonable belief that any actions taken by AISJ, 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 info@aisj-jhb.com. Such Notice of Complaint should include the following details: a. the date; b. the time and; c. the basis of your complaint.

10. Country of domicile

This website is governed by the laws of South Africa, and AISJ 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:

AISJ, Scorpion Trail St, Knopiesjeslaagte, Midrand, Gauteng

11. Variation

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

12. Cancellation

If for any reason you want to cancel the transaction and be reimbursed, please send an email to accounts@aisj-jhb.com 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 cancellation fees will be calculated based on the FNB bank charges applicable at the time.

13. Company information

This website is run by ScanTrack SA (Pty) Ltd on behalf of AISJ (Section 21) based in South Africa trading as The American International School of Johannesburg and with registration number 1984/004422/08

13. AISJ contact details

Email: info@aisj-jhb.com

Telephone: +27 11 464 1505