



# Brookdale

HEALTH HYDRO

*Your Wellness Destination*

## TERMS & CONDITIONS

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

Brookdale Health Hydro (Pty) Ltd is a business in the hospitality industry.

### 2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 3 working days and delivery confirmed by way of courier for books and email for vouchers and online bookings.

### 3. Export restriction

The offering on this website is available in South Africa only.

### 4. Return and refunds policy

Refer to Brookdale Health Hydro [Online Policies](#)

### 5. Customer privacy policy

Brookdale 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.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569).

### 6. Payment options accepted

Payment may be made via Visa, MasterCard, Diners, American Express Cards or instant EFT.

### 7. Card acquiring and security

Card transactions will be acquired for (Brookdale Health Hydro (Pty) Ltd) via PayGate (Pty) Ltd who are the approved payment gate way for all South African Acquiring Banks. DPO PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

### 8. Customer details separate from card details

Customer details will be stored by Brookdale Health Hydro (Pty) Ltd separately from card details which are entered by the client on DPO PayGate's secure site. For more detail on DPO PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

### 9. 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).

### 10. Responsibility

Brookdale Health Hydro (Pty) Ltd 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.

### 11. Country of domicile

This website is governed by the laws of South Africa and Brookdale Health Hydro (Pty) Ltd 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, 271 Kenyon Howden Road, Montclair, KZN, 4004.

### 12. Variation

Brookdale Health Hydro (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.

### 13. Company information

This website is run by Brookdale Health Hydro (Pty) Ltd based in South Africa trading as Brookdale Health Hydro (Pty) Ltd and with registration number 1991 / 006390 / 07 and Wendy Maud & Anthony John Somers-Cox (Directors/Owners).

### 14. Brookdale Health Hydro (Pty) Ltd contact details

Physical address R103, Old Main Road, Nottingham Road, 3280, Email [info@brookdale.co.za](mailto:info@brookdale.co.za), Telephone 033 2666 208