

## **TERMS AND CONDITIONS FOR ONLINE PAYMENTS**

These terms and conditions apply to the user who uses the Online Services provided for payment made to Air Zimbabwe. Kindly read these terms and conditions carefully. By authorizing a payment to Air Zimbabwe through the online payment service, it would be treated as a deemed acceptance to these terms and conditions. Air Zimbabwe reserves all the rights to amend these terms and conditions at any time without giving prior notice. It is the responsibility of the User to have read the terms and conditions before using the Service.

### **Key terms:**

- Payment(s) through this Service may only be made with a Credit Card, Debit card or internet or mobile Banking, herein-after referred to as Electronic Payment Platforms
- Before using this Service, it is recommended that the user shall make necessary enquiry about the charges or fees payable against the Mobile/ Internet banking account/ Credit/Debit card used from the respective banking or issuing institution.
- The Electronic Payment Platform account information supplied at the time of using the service is processed by the payment gateway of the service provider (electronic payment platform issuing institution) and is not supplied to Air Zimbabwe. It is the sole responsibility of the User of the service to ensure that the information entered in the relevant fields are correct. It is recommended that Users take and retain a copy of the transaction receipt for record keeping purposes, which might assist in resolution of any disputes that may arise out of usage of the service.
- By using any of the electronic payment platform, Users are deemed to have absolved Air Zimbabwe from loss should any arise through abuse/ improper use/ any other actions outside Air Zimbabwe's control
- The User agrees, understands and confirms that his/ her personal data including without limitation details relating to debit card/ credit card/net banking transmitted over the Internet may be susceptible to misuse, hacking, theft and/ or fraud and that Air Zimbabwe or the Payment Service Provider(s) have no control over such matters.
- The service is provided using a payment gateway service provider through a secure website. However, neither the payment gateway service provider nor Air Zimbabwe gives any assurance, that the information so provided online by a user is secured or may be read or intercepted by a third party. Air Zimbabwe does not accept or assume any liability in the event of such unauthorized interception, hacking or other unauthorized access to information provided by a user of the service.
- Air Zimbabwe and/or the Payment Service Providers shall not be liable for any inaccuracy, error or delay in, or omission of (a) any data, information or message, or (b) the transmission or delivery of any such data, information or message; or (c) any loss or damage arising from or occasioned by any such inaccuracy, error, delay or omission, non-performance or interruption in any such data, information or message. Under no circumstances shall Air Zimbabwe and/or the Payment Service Providers, its employees, directors, and its third party agents involved in processing, delivering or managing the Services, be liable for any direct, indirect, incidental, special or consequential damages, or any damages whatsoever, including punitive or exemplary arising out of or in any way connected with the provision of

or any inadequacy or deficiency in the provision of the Services or resulting from unauthorized access or alteration of transmissions of data or arising from suspension or termination of the Service.

- The User agrees that Air Zimbabwe or any of its employees will not be held liable By the User for any loss or damages arising from your use of, or reliance upon the information contained on the Website, or any failure to comply with these Terms and Conditions where such failure is due to circumstance beyond Air Zimbabwe's reasonable control.

**Debit/Credit Card, Bank Account Details:**

The User agrees that the debit/credit card details provided by him/ her for use of the aforesaid Service(s) must be correct and accurate and that the User shall not use a Debit/ credit card, that is not lawfully owned by him/ her or the use of which is not authorized by the lawful owner thereof. The User further agrees and undertakes to Provide correct and valid debit/credit card details.

**Disclaimer and Limitation of liability:**

AIR ZIMBABWE does not accept liability for any damage, loss, cost (including legal costs), expenses, indirect losses or consequential damage of any kind which may be suffered or incurred by the User from the use of this service.

**Security:**

All payment details which are entered through this payment gateway are encrypted. The site is secure and uses 128-bit encryption to offer secure communications by encrypting all data to and from the site.

**Variations to the Terms and Conditions:**

AIR ZIMBABWE reserves the right to vary these Terms and Conditions from time to time and the current version will be that published on this website. We reserve the right to decline the acceptance of an online payment if an account is in default for any reason. Air Zimbabwe reserves the right to withdraw the service at any time at its discretion. Further, Air Zimbabwe retains the right to change the terms and conditions for Online Fees Payments, without any prior notice.