

Experience Voucher

To	Odette Hemmings
From	Ian Hemmings
Voucher Number	10a123cde
Occasion	Happy Birthday
Experience	Chocolate with Coffee Tasting & Lunch for 2
Issue Date	23/08/2009
Expiry Date (booking must be made within this date)	23/12/2009
Redemption Date (experience must be enjoyed within this date)	23/03/2010
Message	Just Because!

This voucher has value, should be kept safe and should be retained and presented as proof of purchase. See gift card on how to make a booking and **ensure that your booking request is submitted by the expiry date**. The gift voucher is valid for 4 months from date of issue and cannot be exchanged for cash. Booking requests received for a date/s after the expiry date of a voucher shall not be permitted. Please do not contact the vendor's venue directly and send all questions and queries you may have directly to CGE on 084 8119163 or info@celestialgifts.co.za. Please do not make any travel or accommodation arrangements until CGE has confirmed your booking by email or fax.

Note that a complete set of the terms and conditions have been made available to you in your gift pack or on our web site www.celestialgifts.co.za. Here you will find detailed information on our cancellation, exchange and refund policies. By participating in an "Experience", whether as purchaser or participant, you hereby acknowledge and accept CGE's terms and conditions. You are thus required to familiarise yourself with the T&C's. CGE acts only as an agent and does not represent the vendor or the venue. CGE excludes any liability for any injury, loss, damage and/or death arising out of a booking and/or participation in an "Experience" and excludes itself from any claims arising out of a vendor's actions or omissions, including where the vendor has been negligent. The vendor reserves the right of admission prior to experiences commencing. Governing terms and conditions of vendors will apply.



Grace Any Occasion with the Gift of Experience!

Unlike conventional gifts, we offer you an exciting variety of "outside of the box" experiences - giving your friends, family, clients or colleagues that unforgettable gift with a difference! Wrapped in mystery and delivered with surprise, each classically designed gift pack grants you or the recipient a once-in-a-lifetime treat or the fulfilment of a personal dream. What could be more rewarding or fulfilling than the gift of experience!

Corporate Services

Corporate events as well as customer and client loyalty incentives can be difficult to organise, now they're just a matter of one-stop convenience. We offer a variety of corporate solutions suiting numerous personality types. Our corporate services include: team building, corporate gifts and sales incentives, promotional gifts and draws as well as reward and loyalty schemes.

And What of Dionysus and Celebrations?

Greek celebrations and occasions have, from time immemorial, been associated with Dionysus, the representative of wine, song and celebration. Our experience packages are suitable for all celebrations and occasions from special anniversaries, hen & stag parties to baby showers and much more.

We make South Africa's most gratifying activities **available to local, national & international tourists**: For the selection and booking of their own holiday experiences or the delivery of gift experiences to recipients living in South Africa.

Congratulations on receiving a Celestial Gift Experience Voucher!

How to Redeem your Voucher

For your benefit there are 3 booking options available to you:

1. Log onto www.celestialgifts.co.za, navigate to "Redeem your Voucher" and follow the simple instructions
2. Complete a [Booking Form](#) and fax to 086 6588373
3. Call our Customer Service Line on 084 8119163 so that we can assist you

Before you book please familiarise yourself with the following:

- We recommend that experiences are booked at least 21 days in advance with further leeway during annual peak seasons.
- Bookings are not confirmed until you have received confirmation from Celestial Gift Experiences.
- Confirmation will follow in writing via email or fax.
- You are strongly advised against making any travel arrangements until you have received confirmation from Celestial Gift Experiences.
- Please familiarise yourself with our cancellation policy as outlined in our Terms & Conditions.
- You are encouraged to take out personal insurance for high risk experience activities. Please see further information as outlined in our Terms & Conditions.
- All experiences take place at various times/days throughout the week, month or year. You are advised to read your Experience Voucher information in detail as well as consulting your personal schedule before submitting preferred dates.

Easily Select Your Experience Gift

Read more about our range of products

Celestial Gift Experiences offer a range of experience vouchers suitable for individuals with specific interests, those whose tastes you know well or those whose tastes you are unsure about.

- **Celestial Gift Experience Vouchers** are categorised according to the age-old wisdom of classic mythology, helping you match an experience gift to a particular personality type.
- **Drachma Cheques** are perfect for those whose tastes you are unsure about and are a flexible way to provide incentives to staff and clients. Available in denominations of R250, R500 or R1500, they can be redeemed against any Celestial Gift Experience.
- Solar Choice Vouchers provide a selection of experiences priced according to the size of the celestial bodies Mars, Saturn and Pluto. Price is not shown so the amount spent remains confidential. Solar Choice Vouchers offer your recipient a choice of various experiences selected from across all experience categories.

Visit our virtual store www.celestialgifts.co.za to learn more
Reg. No: 2005/135439/23

Terms & Conditions

General

- These terms and conditions are applicable to any Purchaser, Recipient and Participant as defined. This includes individuals and groups, including where he/she is a member or part of entity or an organisation. Note that the terms Purchaser, Recipient and Participant are used interchangeably and the terms and conditions are applicable to all regardless of involvement with CGE.
- It is the responsibility of the group or entity to ensure that all Participants are familiar with the terms and conditions of "CGE" and the terms and conditions of the Vendor offering the experience. "CGE" shall accept no responsibility for any adverse results whatsoever resulting from booking or a person engaging in an experience, including where the Vendor has been negligent.
- "CGE" acts as facilitator, event organiser, and agent for the booking of experiences and tailoring of experience "packages" for significant birthdays, anniversaries, bachelor/ette parties and holiday activities. "CGE" does not offer the actual experience and as such does not accept any responsibility for the performance, service related to or the outcome of the experience itself.

Definitions

- Celestial Gift Experiences (hereinafter referred to as "CGE") is the booking agent and facilitator of "experiences" as defined.
- Experiences - any of the activities, packages which are facilitated by CGE and are to be offered and performed by the Vendor.
- Vendor - Any business, individual or group of individuals selected by "CGE" who is engaged in the provision of providing "experiences" or related materials.
- Purchaser - The person in their individual capacity or on behalf of a registered entity or organisation who purchases "experience(s)" and completes the financial transaction with "CGE". An electronic receipt will be provided to the purchaser at the time of the transaction.
- Recipient - The person or group of individuals selected to participate in the "experience" by the purchaser.
- Participant - The person or group of individuals who participate in the "experience".
- "You" refers to purchaser, recipient and/or the participant.

Vouchers

- Solar Choice Vouchers
 - Solar Choice Vouchers allow the recipient to choose from a selection of experiences. Please note that the selection detailed at the time of purchase may change from time to time.
 - When a choice of experience is selected, the payment associated with the experience voucher will be applied to the purchase of the specific experience. New references will be issued to the participant and must be used in future dealings with CGE. The new references will be quoted on booking letters and other communication to you from CGE when relevant.
- Celestial Gift Experience Vouchers
 - Packs valid for a specific experience may, at the sole discretion of "CGE" (prior to booking) be exchanged for another experience. If such exchange is made an administration charge of R75 will be levied. If your chosen experience is higher in price than the amount originally paid, you will only be charged the difference. If your chosen experience is lower in price than the original amount, the balance will be held in credit for you to use against any future purchase. Your new experience, and any remaining credit will have the same expiry date as the original experience gift pack. Please note that any credit balance held is non-refundable.
- Drachma Cheques
 - Drachma Cheques are "virtual cash" and can be used by the holder as part payment towards the purchase of a "CGE" experience.
 - Drachma Cheques are valid until the expiry date printed on the voucher. They cease to be valid for any purpose unless used as part payment towards a "CGE" experience on or before the expiry date.
 - Any defaced or damaged Drachma Cheques are invalid.
 - If your chosen experience is higher in price than the Drachma Cheque originally bought, you will only be charged the difference. If your chosen experience is lower in price than the Drachma Cheque, the balance will be held in credit for you to use against any future purchase. Your new experience, and any remaining credit will have the same expiry date as the original experience cheques.
- Vouchers are valid for 4 months and can only be extended if a letter is received 1 month before expiry. Voucher can only be extended for a further 3 months.
- Vouchers are not redeemable for cash and can only be transferred on the terms provided for herein.
- Only original vouchers will be accepted.
- If the voucher is lost or stolen, "CGE" will at its discretion replace the voucher. An admin fee of R75 will be charged if the voucher has been defaced or lost.
- Vouchers can only be redeemed using the voucher code as printed on the voucher.
- The voucher expiry date is printed on the voucher.
- Gift vouchers are also subject to the terms & conditions of participating Vendors.
- "CGE" will take no responsibility for any loss incurred as a result of impersonation or ID fraud.

CGE Venues & Vendors

- "CGE" has informal associations with Vendors nationwide and "CGE" is continuously looking to offer new "experiences" and locations. If "CGE" needs to amend or withdraw Vendors, venues or experiences, this is due to circumstances beyond "CGE's" control. If this does occur, comparable alternatives will be offered and recipients will have the option to exchange their experience voucher(s) for a different experience(s) of the same monetary value.
- "CGE" Vendors have their own terms and conditions. Participants may also be required to sign an indemnity form or a waiver by the Vendor and will be informed of this upon redemption of their experience voucher or by the Vendor at the time of the experience, taking place. "CGE" acts only as the facilitator in providing a booking service for experiences and shall not be liable for any aspect of the "experience" itself and/or for any of the Vendor's actions or omissions.

CGE Product Information

- "CGE" endeavours to keep all experience information accurate but notes, however, that precise details of each experience may change periodically. The experience description as provided on www.celestialgifts.co.za may not fully or precisely describe the actual experience received and any details omitted, occur unintentionally and "CGE" shall not be held responsible. "CGE"

maintains regular contact with "CGE" Vendors and encourages Vendors to provide updated information as and when available. Should you wish to clarify any facts relating to any experience offered through "CGE", please call Customer Service at 084 8119163.

Pictures

- The pictures used in all "CGE" promotional material(s) are for illustration purposes only. These visuals may not accurately reflect the details of an individual experience.
- "CGE" has sourced web graphics using free stock photography web sites or directly from Vendors' web sites based on their approval.
- Notwithstanding the above, where a photo is deemed to be used without the permission of the person, it has been done unintentionally and the party should contact "CGE".

Duration of Experience

- Experience durations are an approximation of the time participants will spend at the venue.
- Details regarding the number of participants allowed, or any wait times that may be involved are listed in the experience description.
- Wherever possible, itineraries are provided and are intended as a guide only.
- You should in all cases arrive earlier prior to your experience, taking place.

Limitation

- Participants are wholly responsible for complying with all necessary requirements of the experience as set out on the "CGE" web site and/or in the booking confirmation and as provided for by "CGE".
- Certain experiences may be restricted by factors, which include but are not limited to age, weight or health.
- Experience descriptions will as accurately as possible explain the limitations or requirements, however, participants may be liable for costs incurred should they have to cancel their experience after booking due to not meeting these requirements.
- Full details of all restrictions for each experience can be found on www.celestialgifts.co.za and are available from "CGE" Customer Services at 084 8119163 or info@celestialgifts.co.za.
- Where a participant elects to proceed with an experience despite a restricting factor (such as age, weight etc) neither, "CGE" or the Vendor shall be held responsible for injury, death or any other adverse outcome.

Dress Code

- Certain Vendors recommend or require various specific clothing items to be worn for the experience. Please ensure compliance with these requirements before departing for the experience venue.
- "CGE" will not be held liable for the non-provision of an experience due to failure of wearing the required clothing.

Experience Availability

- If you book your experience via the web site you will be prompted to provide 3 different dates after which "CGE" will contact you to confirm availability. You are strongly advised to give at least 21 days notice and allow even more flexibility during peak season and holiday time. You should not make any travel or accommodation arrangements until booking confirmation has been received from "CGE".
- Whilst "CGE" will make every effort to meet all your requirements, "CGE" cannot guarantee to provide an experience on a chosen day.
- Participants will receive a written confirmation (either by email, fax or mail) of their booking from "CGE". On occasion, participants may be asked to return the experience voucher to "CGE" prior to booking confirmation.
- "CGE" reserves the right to substitute certain elements of the experience, should those elements become unavailable due to circumstances beyond "CGE's" control.
- "CGE" may need to cancel an experience at short notice due to changes made by Vendors. Participants will be able to rebook any experiences cancelled by "CGE".
- Due to the nature of many experiences, participation on the day may be dependent upon the weather or other factors.
- The experience description will include advice about weather conditions and participants may need to confirm with the experience Vendor on the day. Participants will be able to rebook any experiences cancelled due to the weather based on the Vendor's final decision.
- For up to date information regarding availability you are advised to either email info@celestialgifts.co.za or contact Customer Services on 084 8119163.

Gift Experience Voucher Conditions

- The experience voucher is proof of payment. The voucher number found on the experience voucher will be used to identify recipients in communications with "CGE".
- Experience vouchers are replaceable for a charge of R75 (including postage and packaging) and the original must be presented intact at the time of the experience-taking place.
- Experience vouchers can be redeemed for services from the issue date and are valid until the expiry date.
- If you have questions relating to the issue date, expiration date or redemption date, please contact "CGE" Customer Services during business hours on 084 8119163 or email info@celestialgifts.co.za.

Prices

- "CGE" prices are correct at the time of online booking. However, "CGE" reserves the right to change the price of any advertised experience, without prior notice and prior to confirmation and receipt of full payment.
- "CGE" will not be obliged to amend "CGE" prices for any reason whatsoever or arising from any disagreement or dispute that the purchaser, recipient, Vendor or participant might have.

User Account Registration

- Registration - you are required to register with "CGE" if you want to purchase experiences, create and access reminders, create and access wedding gift registries, create and access wish lists and/or create and access a list of holiday activities to be booked by "CGE". In order to register with "CGE" you must supply a valid email address, which will be used as a unique identifier for your account and password.
- Public Gift Lists - You will be able to create a public gift list containing your favourite gift ideas. This same functionality could take the form of a wedding gift registry, wish list or holiday activity. These lists can in turn be shared with various email addresses of your choice. To prevent disclosure of your personal information, only your first and last name will appear on the public list page to other users of the site.

Inclusivity

- "CGE" welcomes the participation of physically challenged people in the experiences. "CGE" recognises that certain experiences may present difficulties for those with disabilities.
- "CGE" is committed to ensuring that disabled customers are given every opportunity to participate and "CGE" therefore requests that you provide details in respect of any relevant disability at the time of ordering. This enables "CGE" to meet the participants particular requirements.
- Disabled facilities are available on request and where possible. We note that despite "CGE's" willingness to facilitate a disabled person, the Vendors may not permit such participation.
- Where this occurs, it is the Vendor's decision and the participant shall not hold "CGE" responsible in any way.

Event Management

- "CGE" facilitates and puts together tailored experience packages including but not limited to bachelor/ette parties, significant birthdays, team building and corporate incentives etc.
- "CGE" shall attempt insofar as possible to accommodate to any special experience requests made by the participant, purchaser, and recipient. The terms and conditions are equally applicable to any such special experience tailored packages and "CGE" shall not be held responsible OR liable for any adverse outcomes in regard to such experiences.
- If the purchaser requests "CGE" to accommodate for their specific requirements in the form of a tailor made experience package, "CGE" shall charge a 12% event management fee on the cost of the experience package arranged.

Modification to the Service and to the Terms of Service

- While "CGE" will try at all times to inform you of changes, "CGE" reserves the right to modify or discontinue the "CGE" service in any way whatsoever without notice to the purchaser or participant. "CGE" shall not be liable to you if "CGE" modifies or discontinues its service. "CGE" may change the terms and conditions at any time in its sole discretion. In the event of any material or substantial change in the terms and conditions, "CGE" may but shall not be obliged to notify you via email, and/or by posting an announcement of the changes together with a link to the new "CGE" terms and conditions on the "CGE" service. By using "CGE" services after any change to "CGE" terms & conditions, you acknowledge and accept these changes and the remaining terms and conditions will still apply.

Last Minute Bookings

- "CGE" often has late availability for experiences offered at special prices. Bookings for these experiences can generally be made right up until the day before the experience date. For these specific bookings, "CGE" will provide essential details over the phone, as "CGE" cannot guarantee that these details will arrive in time for your experience.
- Experiences bought under these conditions cannot be refunded or exchanged. Dates for an experience bought under these conditions, once booked, cannot be changed.

Vendor Small Print

- Each "CGE" experience is unique and may have restrictions or certain conditions as outlined in the small print. Please ensure that you read this carefully to ensure that you comply and qualify. This includes any additional terms and conditions or indemnities of the Vendors themselves.
- "CGE" cannot be held liable if purchasers, participants or recipients have not made themselves aware of these finer details.
- Where a participant or party does not understand any details they may contact customer services at 084 8119163 or email info@celestialgifts.co.za.

Complaint Procedure

- "CGE" values your support and endeavours to provide service excellence at all times. With this in mind, "CGE" has taken great care in the selection of Vendors who match this level of service.
- In the unlikely event that there may be issues with the experience it is important to raise these potential issues with the Vendor on the day and at time of participating in the experience itself.
- Please notify the Vendor immediately so that they have the opportunity to address the issue(s) and ensure your satisfaction with the outcome. "CGE" also expects the participant to inform "CGE" in writing of the complaint details at the earliest reasonable time following the experience.
- Please email all particulars to info@celestialgifts.co.za including your voucher reference number.

Privacy Policy

It is "CGE's" policy to respect the privacy of all "CGE" users. Further details relating to "CGE's" policies and how your personal information is used and collected are available on the "CGE" web site www.celestialgifts.co.za or by emailing info@celestialgifts.co.za.

Gift Pack & Delivery

- The gift pack will include
 - a voucher with or without a personal message (as per the clients request at time of purchase)
 - information relating to the experience booked as well as important details to take note of during experience participation
 - booking procedures as well as Terms & Conditions
 - a wallet card
- All prices include the cost of a sleek envelope wallet where vouchers and information will be enclosed. Alternatively, clients may opt for a gift box instead and will be required to pay additional monies at time of booking.
- Dependant on gift package preference, either option will be delivered within a blank and inconspicuous looking envelope.
- All prices include the cost of fast mail postage. Gift packs are despatched within 48 hours of receiving payment. Please allow 3 – 5 days for delivery. If your preference is the fast mail option, please be advised that "CGE" cannot be held accountable for the South African Postal Service.
- If you have chosen the paid courier delivery option, "CGE" will despatch the gift pack so that it is delivered on the selected date (excluding weekends and public holidays). In this case we are reliant on the courier company used and if lost or misplaced for some reason on the part of the courier company, we will make every effort to resend a duplicate package to arrive in time for the required date, however, we cannot be held liable if it doesn't.
- "CGE" can send the gift pack to the client, the recipient or to another address at your request. If your pack goes astray in the post we will provide a duplicate package for a charge of R60.
- When selecting a specific delivery date please note that "CGE" will do their best to have the gift pack delivered as requested, however, "CGE", the SA Postal service or the designated courier company cannot be held liable if the gift package doesn't arrive in time.
- With this in mind please ensure that when placing your order, you give "CGE" as much notice as possible as well as ensuring swift clearance of your funds.
- If the delivery date you require falls on a weekend or public holiday, please note that we will make every effort to have the gift despatched in time for arrival the day before the weekend or public holiday.

- Last order dates, delivery times, opening hours and courier charges may change around public holidays, especially Christmas and New Years. For seasonal variations see our website homepage or call our Customer Service number 084 8119163.

Exchange Policies

- Gift Experience Vouchers are not exchangeable for cash. You may transfer the voucher to another person or you may exchange the experience voucher for another experience or Drachma Cheque. Contact Customer Services on 084 8119163 for further information.
- "CGE" will at "CGE's" discretion, assist the recipient to exchange a Celestial Experience Voucher or Solar Choice Voucher for an alternative voucher to the same value of the original experience gift voucher. If the new alternative is higher than the face value of the original experience voucher, the exchange will only be dependent on the balance being received and cleared into the "CGE" bank account. If the new alternative experience voucher is lower in face-value than the original experience voucher, the balance will be reflected as a credit and made available for the recipient to use against any future "CGE" purchase within 4 months of the expiry of the original experience gift voucher and will not be refunded or extended thereafter.
- Where an experience is transferred to another participant, the new substituted participant will be subject to these terms and conditions and must also ensure compliance regarding his/her suitability for the experience and "CGE" shall not be held responsible in any way.

Refunds & Cancellations

- "CGE" is unable to process any returns or reimburse any payment transactions on any purchases of Celestial Experience Vouchers or Solar Choice Vouchers except as outlined below.
- If the "CGE" gift box was damaged during transit please contact Customer Services at 084 8119163 or email info@celestialgifts.co.za.
- "CGE" may, for circumstances beyond "CGE's" control, need to cancel an experience. "CGE" will notify the participant as soon as possible in such instances and offer all available alternatives. "CGE" will not refund any incidental travel or other expenses incurred in relation to the experience cancelled and a participant shall not be entitled to bring any claim for the recovery of any such expenses.
- "CGE" will rebook and in limited cases refund the amount paid for an experience due to extreme circumstances such as death, injury or illness. Participants will be asked to provide documentary evidence to support claims relating to the above and any rebooking shall be at "CGE's" sole discretion.
- Should you need to cancel for reasons apart from death, injury or illness and if the request to cancel falls within the 21 day period, CGE will assist where-ever possible, however, in addition to an administration charge of R75 you may be likely to incur cancellation charges as well. Cancellation policies vary from Vendor to Vendor and fall under their (Terms & Conditions, which Terms & Conditions are hereby accepted by the purchaser, participant and recipient).
- Refunds will only be possible on experiences with an open date and at the discretion of "CGE". All refunds will incur an administration fee of 10% of the value of the experience (with a minimum of R75) and should be requested in writing by the purchaser within 14 days of the purchase date. The original voucher should also be returned (at purchaser cost) and received by "CGE" within the 14-day period.

Notwithstanding the refund terms above "CGE" will in certain circumstances (at its sole discretion) and only upon sufficient proof being shown, refund the purchaser the total amount invoiced. These reasons are:

- The death, accidental bodily injury, illness, compulsory quarantine or summoning to witness attendance in a court of the normal country of domicile/residence of a participant, or the death, accidental bodily injury, illness of a close relative (meaning any relative including fiancé (e)) or business associate whose death, injury or illness necessitates the presence in the normal country of domicile/residence of the person concerned.

Exclusions where refund will not be given are as follows:

Refunds or re-bookings will not be made where cancellation is due to:

- Pregnancy and childbirth if delivery were expected within three months of the date of participation in the experience.
- The existence or aggravation of any disability, condition or illness which originated prior to the date of booking the experience and which has required medical treatment within six months immediately preceding such a date.
- The existence of any condition or set of circumstances known to the participant at the time of booking the experience which could reasonably have been expected to give rise to cancellation or curtailment of the trip or journey.

Any refunds agreed by "CGE" will be refunded to the original purchaser of the experience using the same method of payment as originally purchased. Contact us for further information on 084 8119163.

Legislation

Whilst the Terms and Conditions make no reference to applicable legislation, regulations or other legal requirements, "CGE" incorporates such law into its Terms and Conditions where applicable.

Insurance

"CGE" encourages all participants to take out the relevant personal indemnity insurance.

Indemnity

"CGE" or any of its members, agents or employees hereby excludes itself/themselves from any claims arising from negligence on the part of any Vendor offering the Experience or any activity associated with the Experience.

Intellectual Property Rights

"CGE" is the owner of the business, brand "experience" names and related devices (if any), names and any other written or pictorial material associated with it, either on the website, in print and elsewhere. "CGE" has the right to recover damages from any person, party who infringes its rights of ownership in its intellectual property be it trademark, business name or copyright.



Chocolate and Coffee Tasting with Lunch for 2

This package is exclusive to Celestial Gift Experiences. Here, your hosts will execute a short, informal presentation regarding the origins and history of both chocolate and coffee. Indulge yourself in the best experience ever, tasting pure Belgian, Swiss and African chocolates while learning more about the origins of chocolate and how chocolates are made. Experience the actual roasting of the green coffee bean and savour the aroma of the world's finest African Arabica beans.

Your experience includes a tasting of coffee and chocolate with an informal chat about the origins and make up of these two commodities. Create your own blend of freshly roasted coffee and select a box of chocolate truffles to take home and enjoy. You will also enjoy a plated meal of assorted homemade pastas, garden fresh salads and home baked breads.



Location: Muldersdrift, Johannesburg



Duration: Allow 90 minutes for the activity, followed by lunch at your leisure.



Who: Ideal for all those who love chocolate, coffee and Italian food.



Numbers: The experience is for two and forms part of a group. Minimum numbers apply. Lunch is for two at a private table.



Availability: This experience takes place monthly.



What to take: Take hungry taste buds and miss breakfast to enjoy to the optimum!

