

Terms & conditions



WildlifeCampus

Learn-Protect-Save

Terms and conditions

These terms and conditions are provided in plain language for your convenience. Please do not proceed with registration or purchases unless you understand and accept them in full. You are welcome to contact WildlifeCampus for any clarifications.

These terms and conditions shall be governed by and interpreted in accordance with the laws of the Republic of South Africa. You consent to the jurisdiction of the South African courts in respect of any dispute arising in connection with these terms and conditions or your use of the Website.

WildlifeCampus provides its services to you, the user of this Website ("the Website"), subject to the terms and conditions set out below. By accessing the Website, using any services offered ("the Services"), or purchasing any goods via the Website, you agree to be bound by these terms and conditions.

WildlifeCampus may modify these terms and conditions at any time, and your continued use of the Website will be subject to the terms and conditions in force at the time of your use.

Accordingly, you agree to review these terms and conditions periodically, and your continued access or use of the Website shall be deemed to be your acceptance of the amended terms and conditions of the Website.

Content of the Website

Whilst every effort is made to update the information provided on this Website regularly, WildlifeCampus makes no representations or warranties, whether express, implied in law or residual, as to the accuracy, completeness or reliability of the information contained on any of the pages comprising the Website and shall not be bound in any manner by any information contained on the Website or any of the pages comprising the Website. WildlifeCampus reserves the right at any time to change or discontinue any course, aspect or feature of this Website without notice. No opinions, information, data or content on the Website shall be construed as advice and offered for informational purposes only. WildlifeCampus gives no warranty or representation concerning the accuracy, completeness or reliability of any such opinions, information, data or content.

Copyright

Copyright and all intellectual property rights in all materials made available through this Website, including, but not limited to, course materials, assessments, videos, downloadable content, and any source code, are owned by WildlifeCampus; alternatively, WildlifeCampus is the lawful user thereof, and these materials are protected by both South African and international intellectual property laws. Accordingly, any unauthorised copying, reproduction, retransmission, distribution, dissemination, sale, publication, broadcast, or other circulation or exploitation of such material or any component thereof will constitute an infringement of such copyright and other intellectual property rights.

The trademarks, names, logos, and service marks (collectively "trademarks") displayed on this Website are registered and unregistered trademarks of WildlifeCampus.

Nothing contained on this Website should be construed as granting any license or right to use any trademark without the prior written permission of WildlifeCampus, except that you may download, display, and print one copy of the material presented on this Website on a single computer for your personal, non-commercial use only, provided that all proprietary notices and restrictions attached to such material are at all times kept intact.

External links

External links may be provided for your convenience, but they are beyond the control of WildlifeCampus, and no representation is made as to their content. Use or reliance on any external links provided is at your own risk. When visiting external links, you must refer to that external Website's terms and conditions of use. No hypertext links shall be created from any website controlled by you or otherwise to this Website without the express prior written permission of WildlifeCampus. WildlifeCampus does not guarantee the availability or security of external links, and such links do not imply endorsement.

Children

If you are under the age of 18, you may use this Website only with the supervision and consent of a parent or legal guardian. By using the Website, you represent that you are of legal age and accept any legal obligations arising from your use.

WildlifeCampus payment terms and conditions

WildlifeCampus reserves the right to update course pricing and payment structures at its discretion. These changes will not affect students already enrolled under a prior payment plan. By enrolling in a WildlifeCampus course and selecting a payment plan, the student agrees to the following terms and conditions:

Payment period and completion

All course fees must be paid in full **within 12 months from the deposit date**, regardless of the payment plan selected (e.g. 3-month, 6-month, or 9-month plans) and regardless of course progress or completion status.

Forfeiture of access and payments

If the full course fee is **not paid within the 12-month period**, the student will forfeit:

- All payments made up to that point.
- All access to course content and materials.
- No refunds, credits, or extensions will be issued under any circumstances.

Non-refundable policy

Once a course has been purchased or a deposit has been paid, no refunds are possible, regardless of whether the student chooses to continue, complete, or cancel their courses.

No certification or confirmation without full payment

WildlifeCampus will not issue any certificates, confirmation letters, transcripts, or statements of results until the entire course fee has been paid in full. The same applies to subscription certificates. Subscription certificates are subject to additional Terms & Conditions.

Public forums and user submissions

WildlifeCampus is not responsible for any material submitted by users to public platforms, including but not limited to text, images, audio, and video ("materials") posted on social media, online groups, or other platforms associated with WildlifeCampus.

Any material submitted by you or other users is not endorsed, reviewed, or approved by WildlifeCampus.

WildlifeCampus reserves the right to suspend or terminate your enrolment and access to any affiliated platforms, with or without prior notice, and to request the removal of any content associated with the WildlifeCampus name, brand, or community if we become aware, at our sole discretion, that you are or are likely to:

- Defame, abuse, harass, stalk, threaten, or violate the rights of others;
- Post or share defamatory, obscene, indecent, or unlawful content;
- Upload or distribute harmful software or malware;
- Violate any copyright, trademark, or applicable South African or international laws;
- Share unsolicited marketing, promotional, or commercial content.

You further agree not to use any WildlifeCampus-associated platform (including websites, Email, or social media) to post or send content that is unlawful, threatening, offensive, vulgar, racially or sexually inappropriate, or violates any applicable law.

You indemnify WildlifeCampus against any liability, damage, or loss caused directly or indirectly by such activity.

By submitting content to WildlifeCampus for use in course content (including but not limited to photos, videos or written submissions), you grant WildlifeCampus a royalty-free, perpetual, irrevocable, non-exclusive licence to use, reproduce, adapt, publish, or distribute the content in any format or media, globally. You warrant that you have the right to grant this licence and that the use of your content will not infringe any third-party rights.

You further indemnify WildlifeCampus against any claim, loss, or liability arising from the use of any content submitted by you.

Warranties

WildlifeCampus provides all services, products, and website content on an "as is" basis, without any warranties, guarantees, or representations, express or implied.

We do not guarantee that our Website, digital content, or services will always be available, uninterrupted, secure, or error-free, nor that they will meet your individual expectations or requirements.

Some services depend on third-party platforms, internet providers, or external technologies, and WildlifeCampus is not responsible for any disruption caused by the failure of these systems.

While we aim to maintain and support our Website and services, WildlifeCampus reserves the right to modify, suspend, or discontinue any part of the Website or services at any time without prior notice. This includes the possibility of permanent closure of the platform or business operations.

WildlifeCampus will not be liable for any loss, inconvenience, or damages resulting from such modifications, interruptions, or discontinuation of services.

Disclaimers

WildlifeCampus shall not be responsible for and disclaims all liability for any loss, liability, damage (whether direct or consequential), personal injury, or expense of any nature whatsoever which may be suffered by you or any third party as a result of or attributable, directly or indirectly, to the use of, or reliance on, any information provided on the Website or any pages of the Website.

This includes but is not limited to HTML-displayed content, emails sent from the Website, services, goods, and items provided and/or purchased via this Website.

Regarding any viruses that may infect your computer or other property as a result of your access to and/or use of this Website; use of the content, data, or information made available via the Website; any failure, delay, or unavailability of the site; or any services offered via the site for any reason whatsoever, you hereby indemnify WildlifeCampus in respect of any loss, liability, damage (whether direct or consequential), or expense of any nature whatsoever, which may be suffered by you or any third party.

FGASA

Certificates earned by completing the WildlifeCampus guiding courses bear the FGASA logo but do not provide the graduate with a FGASA qualification.

Sales terms and conditions

For non-South African citizens

Since our prices are quoted in South African Rands, an automatic currency conversion will occur when you purchase by credit card. Due to slight currency fluctuations, the amount reflected on your credit card statement in your local currency may vary slightly from the amount calculated on your purchase date.

WildlifeCampus operates as a division of Ripple Effect 4 (Pty) Ltd., so your credit card **statement will reflect a transfer of funds to Ripple Effect 4, not WildlifeCampus.**

- Your receipt of electronic or other order confirmation does not signify acceptance of your order by WildlifeCampus. WildlifeCampus reserves the right to decline your order at any time for any reason.
- If your order is declined, you will be notified via Email. Additional verification or information may be required before accepting orders.
- We accept the following credit cards: [Visa], [MasterCard], [American Express], and [Diners Club].
- Payments via PayPal are accepted.
- WildlifeCampus is not responsible for typographical, pricing, product information, or shipping errors. All recommendations, formulae, figures, advice, specifications, illustrations, diagrams, dimensions, weights, or other information on the Website are approximate and for informational purposes only unless expressly stated otherwise.
- Advertised prices and availability are subject to change without notice. If goods or items are not as described, your sole remedy is to request a refund and return the goods/items in their original condition.
- WildlifeCampus will use reasonable efforts to maintain system availability except during scheduled maintenance. We are not responsible for orders not processed, accepted, or delivered due to technical difficulties.
- Ownership of goods/items passes to you only after full payment is received.
- All risk passes to you upon delivery or, if you refuse delivery, when delivery is tendered, as evidenced by the electronic receipt sent by WildlifeCampus ("delivery date").
- You are liable for any tariffs, duties, or taxes imposed by any government on goods/items purchased.

Return policy

Due to the nature of digital content, all sales are final once a course has been purchased or a deposit has been made. In exceptional cases, WildlifeCampus may consider refund requests at its sole discretion and subject to a 5% processing fee.

Cancellation policy

- Students may cancel their course(s) at any time.
- Cancellation requests must be submitted in writing; an email is acceptable if acknowledged by WildlifeCampus.

Upon cancellation:

- Students are liable for all fees owed up to the cancellation date but not for future fees.
- Paid fees are forfeited; no refunds will be issued.
- No additional course material will be provided.
- Academic support will cease.

Credit card chargeback policy

As WildlifeCampus uses Iveri, a third-party payment processor, all payment disputes, including chargebacks, will be handled through their systems.

If you initiate a chargeback without informing WildlifeCampus first, you may be subject to a 15% penalty fee as per our terms and conditions.

WildlifeCampus reserves the right to pursue the collection of any outstanding amounts, including penalties, through appropriate means.

We encourage you to contact WildlifeCampus directly to resolve any payment or billing issues before initiating a chargeback.

Security policy

Is it safe to use your credit card on WildlifeCampus?

Yes. WildlifeCampus uses Iveri, a trusted third-party payment gateway, to securely process all credit card transactions.

Iveri uses advanced security technologies, including SSL encryption, to ensure that your payment information is protected during transmission and cannot be accessed or altered by unauthorised parties.

WildlifeCampus does not store your credit card details; all payment information is securely handled by Iveri. When you make a purchase, you will be redirected or presented with Iveri's secure payment interface to enter your card details.

When purchasing our courses, you will need to re-enter your credit card details for each purchase to ensure security.

Using Iveri's platform ensures that your transactions are processed safely and comply with relevant security standards.

How do online transactions work?

WildlifeCampus uses Iveri, a trusted third-party payment gateway, to securely process your credit card transactions.

When you make a payment, your credit card details are entered directly into Iveri's secure payment interface, which uses SSL encryption to protect your information during transmission.

Iveri's system verifies your credit card number with acquiring banks, checks for fraudulent activity, including "Hot Card" lists, and ensures that your payment is authorised.

WildlifeCampus does not receive or store your credit card information. Your card will be charged only after your purchase is confirmed and any downloadable content is made available to you.

Iveri's platform is compatible with all modern web browsers that support SSL encryption.

Certificates policy

Certificates are issued only when:

- The course has been fully completed per academic requirements.
- Full payment has been made.
- Subscription certificates are subject to additional Terms & Conditions.

Certificates will be emailed to the address provided by the graduate. WildlifeCampus is not responsible for errors caused by incorrect name information supplied.

Email policy

By registering, you consent to receive periodic emails from Ripple Effect 4 and its subsidiaries about products and services. Emails comply with Ripple Effect 4's **Email Disclaimer**, include an unsubscribe option, and unsubscribe requests will be processed within 72 hours.

Ripple Effect 4 and its subsidiaries will not sell or distribute your email address to unaffiliated third parties and will safeguard your information.

Protection of personal information act and privacy policy

WildlifeCampus respects your privacy and collects user information to improve your experience.

Information we collect

Information you supply: Information you provide (e.g., registration details) is stored securely and accessible only to authorised employees.

Automatically generated information: We use cookies to collect non-personal information to improve your experience. You may disable cookies, but this may limit site functionality.

Agents

We may use third-party agents for functions such as order fulfilment and credit card processing. These agents have access to your information only as necessary for their role and cannot use it otherwise.

Acquisitions and business transfers

If WildlifeCampus merges with or is acquired by another entity, your information may be transferred accordingly.

Legal compliance

We may disclose personal information when required by law or to protect our rights and users.

Your consent

By using the Website, you consent to the collection and use of your information as described. Changes to this policy will be posted on the Website.

Feedback

WildlifeCampus welcomes all questions, comments and concerns. Please email [**info@wildlifecampus.com**](mailto:info@wildlifecampus.com)

General

- These terms and conditions represent the entire agreement between you and WildlifeCampus concerning the subject matter addressed herein. No other statements, promises, warranties, or representations, whether expressed, implied, verbal, or written, shall be binding unless they are explicitly included in this document.
- This agreement supersedes any and all prior agreements, understandings, communications, or representations between you and WildlifeCampus, whether written or oral, regarding the same subject matter. Any modifications, variations, or cancellations of these terms shall only be valid if agreed to in writing by WildlifeCampus. Any extension of time or leniency granted by either party shall not constitute a waiver or limitation of that party's rights unless such waiver is specifically made in writing and signed by the relevant party.
- Each provision of these terms and conditions is independent and severable. If any part is found to be unlawful, invalid, or unenforceable in any jurisdiction, it will be treated as though it does not apply in that jurisdiction, but the rest of the terms will remain fully in effect.
- If WildlifeCampus is unable to fulfil its obligations to you due to an event beyond its reasonable control (commonly known as force majeure), its obligations will be suspended for the duration of such an event. Your related obligations will be suspended to the same extent.
- If the force majeure event continues for more than thirty (30) consecutive days, WildlifeCampus has the right (but not the obligation) to terminate any services or obligations under these terms by giving written notice to you.
- For the purposes of this agreement, an "event of force majeure" includes but is not limited to natural disasters, acts of God, fire, flood, earthquake, storms, war or military operations, civil unrest, riots, strikes, theft, breakdown of communications or utility services, internet outages, power failures, regulatory restrictions, court orders, or the actions or requirements of any governmental or regulatory authority, whether local or international.
- These terms and conditions are governed by and interpreted in accordance with the laws of the Republic of South Africa. By using this Website and its services, you consent to the exclusive jurisdiction of the High Court of South Africa in the event of any legal disputes relating to these terms or the services provided by WildlifeCampus.
- Before initiating legal action, parties agree to attempt to resolve disputes through good faith negotiations or mediation.

WildlifeCampus Privacy Policy

Effective date: 1 January 2025

WildlifeCampus is committed to protecting your privacy and the confidentiality of your personal information. This Privacy Policy outlines how we collect, use, store, and protect your data in compliance with the Protection of Personal Information Act (POPIA) and other applicable privacy laws.

1. Information We Collect

We may collect and process the following personal information:

- Full name
- Email address
- Phone number (if provided)
- Course history and progress
- Assessment results
- Payment information (processed via secure third-party gateways)
- Any correspondence or feedback sent to us

2. How we use your information

We use your personal information to:

- Register and manage your WildlifeCampus student profile
- Provide access to online courses and materials
- Track your course progress and results
- Send course updates, feedback, or promotional content (you may opt-out)
- Improve our services and platform

We will never sell, rent, or share your personal information with unauthorised third parties.

3. Payment information

WildlifeCampus uses a secure third-party payment processor to handle all card transactions. We do not store your credit or debit card details. All payment information is encrypted and processed in accordance with PCI-DSS standards.

4. Data protection and security

We take appropriate and reasonable technical and organisational measures to secure your personal data against loss, misuse, unauthorised access, disclosure, or alteration.

5. Your rights

In accordance with POPIA, you have the right to:

- Access your personal information
- Request corrections or updates
- Object to the processing of your data
- Lodge a complaint with the Information Regulator

You may email us at **info@wildlifecampus.com** to exercise any of these rights.

6. Cookies

Our Website may use cookies for analytical and functional purposes. You may disable cookies in your browser settings, though this may affect some site functionality.

7. Third-party services

WildlifeCampus may include links to external websites. We are not responsible for the privacy practices of these third-party services.

8. Updates to this policy

This policy may be updated occasionally. Please review it periodically for changes.

9. Contact us

If you have any questions about this Privacy Policy or how your personal information is handled, please contact us:

✉ Email: **info@wildlifecampus.com**

🌐 Website: **www.wildlifecampus.com**