PAYMENT TERMS

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https://tm-rentals.com
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BILL TO

The Masked Rentals Pty Ltd

Version 1.0

Updated 19 August 2026

How we take money, and what appears on your statement.

These terms cover every payment made to The Masked Rentals Pty Ltd, whether for a guest booking, rent, or an advertising listing.

1. How you can pay

By card through our secure payment gateway, or by EFT using the banking details on your invoice. Please always use the reference on your invoice — an unreferenced EFT can take days to match.

2. Card payments

Card payments are processed by a PCI-compliant South African payment gateway. Your card details go directly to them; we never see or store them. The payment will appear on your statement under our trading name.

3. Currency

All amounts are in South African Rand. If your card is issued in another currency, your bank sets the exchange rate and may add its own fee — we have no control over either.

4. When a payment counts

A payment counts when it reflects in our account, not when you send it. Dates are only secured once payment reflects.

5. Invoices and receipts

You get a tax invoice when a booking is confirmed and a receipt for every payment received, both by email as PDFs. Ask us any time for another copy.

6. Failed and reversed payments

If a payment is reversed, charged back or returned unpaid, the amount becomes immediately due again together with any bank charge we incur, and we may suspend the booking or tenancy until it is settled.

7. Refunds

Refunds are paid to the account or card the payment came from. See the Cancellation and Refund Policy for how much is refunded and when.

8. Arrears

Overdue amounts attract interest at the rate stated on the invoice or lease. We may hand over persistently unpaid accounts for collection and report them to a credit bureau, and you would be liable for the reasonable cost of that.

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