



## TERMS & CONDITIONS

### GENERAL

- Minimum of 4 guests required to run a trip.
- Minimum of 6 guests required to run the 4-hour day sail.
- Management reserves the right to cancel any booked activity due to unforeseen circumstances, including but not limited to, insufficient passengers and/or unfavourable sea or weather conditions.
- If the minimum number of guests has not been reached by the time of the service, the trip will either be cancelled, or guests are welcome to pay a minimum fee equivalent to 4 / 6 adult tickets to proceed with trip.
- Management reserves the right to amend/cancel/add terms & conditions without notice.
- Guests are required to arrive at least 30 minutes prior to prepare for boarding & departure. Vessel departures are promptly on time and late arrival for a booked charter will not be accommodated. In addition to this, failure to check in as indicated and before departure time will be considered a "NO SHOW" and guests will not be entitled to a refund.
- The skipper oversees the vessel for the full duration of the activity. Safety regulations must be adhered to.
- Persons are not permitted to jump overboard and/or swim, especially out on the ocean.
- Management reserves the right to refuse admission to unruly passengers who appear to be under the influence of alcohol or any banned substances.
- No food or beverages may be carried on board our vessel. A fully licenced cash bar is available on board for guests.
- For the comfort of all passengers and in accordance with South African government legislation, smoking is not permitted on our vessels
- We have a strict no shoes policy on-board and guests are advised to bring socks during the colder season, this for passenger safety reasons.
- All terms & conditions are subject to South African Law & Jurisdiction.

### PAYMENTS & CANCELLATIONS

- Full payment is required upon making the reservation and proof of payment will be required in order to secure the booking. Safe online payment facilities are also available on request.
- There will be NO refunds in the event of a "no-show" or last-minute cancellation by guests on the day of the activity.
- All requests for amendments to a reservation are required in writing by electronic mail at least 7 days prior to the first activity date. Amendments are subject to availability and Springtide Charters reserves the right to refuse amendment at its own discretion.
- In the event of an amendment not received or confirmed by our offices for the activity booked - the guest/tour operator will still be responsible for the full cost of the booking i.e., the total number of passengers originally confirmed.
- In case of a weather cancellation, weather conditions are judged exclusively by the management / skippers of Springtide Charters and can only be assessed on the day of the activity. Guests must report for the service/activity unless notified by Springtide Charters staff or management. Contact details for guests are required to facilitate such communication
- In the event of a cancellation by Springtide Charters management, a full refund will be honoured on the amount paid for the booking.
- In the event of a refund, we will ONLY refund via the same method/portal/agent from which payment was initiated. i.e., if you paid with a specific credit card then we can only refund back into that credit card. Online bookings will also be refunded via the online portal. Agents' bookings on behalf of the guests will only be refunded back via the Agents.

- Third party bookings (booking office, Guest houses or concierge bookings) are required to supply us with the guests email address to facilitate a secure Paylink to confirm booking and payment. The booking is NOT confirmed until fully paid for via the link. Guests can also call at our Ocean Odyssey Retail store on Thesen Island to make payment in person
- International Fund Transfers/SWIFT are not acceptable due to excessive bank charges that may be incurred.

## INDEMNITY

- All passengers are required to sign an indemnity form for all activities they are participating in prior to departure of the activity.
- If a guest refuses to sign the indemnity form, such guest will not be permitted to board and will not receive a refund.
- The indemnity form must be signed by a Parent/Legal guardian for minors under 18 years.

## CHILD POLICY

- Children under the age of 10 are welcome on board, however, this is considered an adult activity.
- Children boarding must be supervised by parents for the full duration of the activity.
- No unaccompanied minors will be permitted on board the vessel.
- Children are classified as a passenger therefore full rate quoted for the activity will apply.
- Indemnity requirements for children under 18 apply. Please refer Indemnity T & C's above.