



OCEAN ODYSSEY

TH22 Long street, Thesen Island
Knysna, 6570
+27 382 0321 / 0421
+27 82 852 9402
info@oceanodyssey.co.za
www.oceanodyssey.co.za

TERMS & CONDITIONS

GENERAL

- Minimum of 4 guests required to run a Marine-Eco or Whale watching trip.
- Minimum of 6 guests required to run the Knysna Heads Adventure trip.
- Management reserves the right to amend/cancel/add terms & conditions without notice.
- All terms & conditions are subject to South African Law & Jurisdiction.
- Persons are not permitted to jump overboard and/or swim, touch the marine life or compromise the safety of other passengers or crew on board the vessel.
- Management reserves the right to refuse admission to unruly passengers who appear to be under the influence of alcohol or any banned substances.
- The accredited skipper/captain and crew are in charge of the vessel and will apply safety for all passengers and crew on board. Permit and operational regulations will be applied in all instances as a responsible operator.
- Alcohol & Banned substances strictly forbidden on our vessel, and we maintain a strict "no smoking" policy.

PAYMENTS & CANCELLATIONS

- There will be no refunds in the event of a no-show by guests on the activity date if the booking is prepaid.
- There will be NO refunds in the event of a "no-show" or last-minute cancellation by guests on the day of the activity and pre-payment will apply for confirmed groups/family bookings for 6 passengers or more.
- 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 Ocean Odyssey 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 confirmed booking i.e. the total number of passengers originally confirmed.
- Management reserves the right to cancel any activity due to unforeseen circumstances, including but not limited to, insufficient passengers and/or unfavourable sea or weather conditions.
- In case of a weather cancellation, weather conditions are judged exclusively by the Management / Skippers of Ocean Odyssey daily and before each departure of booked activities. Guests must report for the service/activity unless notified by Ocean Odyssey Management.
- In the event of a cancellation by Ocean Odyssey Management, guests are given the option to reschedule for a better time or day, alternatively, a full refund will become due for the amount paid.
- 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.
- Any unaccompanied child, 18 or under, requires the indemnity to be signed by a parent/legal guardian prior to the activity.

CHILD POLICY

- Children Discount Rates apply to minors aged 12 years and under. For minors over the age 12 years, adult rates apply.
- Indemnity requirements for unaccompanied minors and children under 18 apply. Please refer Indemnity above.