

Terms and Conditions

Due to adverse weather conditions, bookings may have to be cancelled without warning. We will assist you in rescheduling your booking. If we cannot reschedule your booking then we will refund you the nett booking price.

In the event of cancellation of booking by the customer, the following rules shall apply:

- 100% refund of booking for cancellation MORE than 3 days prior to booking.
- 50% refund of booking for cancellation MORE than 1 days prior to booking.
- 0% refund of booking for cancellation LESS than 1 days prior to booking.

We operate in diverse and changeable weather conditions and all tours and activities are subject to these conditions.

The skipper retains the right and authority to cancel and/or amend an activity or excursion if he/she feels that the conditions are not favourable and create a safety concern to any or all guests

All passengers must sign the Passenger Manifest and Indemnity Forms

The minimum age for the Boat Trip is 4 years old (the child must be able to maintain his stability and grip and balance while seated on his/her own on the seats with both feet on the deck).

Indemnity forms for all minors will need to be signed by the minors parents or legal guardians.

Customer with restrictive medical conditions and or on constant medications MUST advise their skipper and/or booking agent and/or any ground staff prior to departure. Pregnant women and people with back and/or neck injuries should NOT participate in this activity and must make the agent aware of any such pre-existing conditions.

Knysna Adventures (Pty) Ltd is not responsible or liable for any loss or damage relating to the web site and social media pages, the personal information of any user or material and information transmitted over the Knysna Adventures (Pty) Ltd and/or Activitar and/or Viator and/or GetYourGuide Booking systems. Whilst every reasonable care has been taken in writing and compiling the web sites and social media pages, Knysna Adventures (Pty) Ltd accepts no responsibility for any loss or damage that may be sustained as a result of reliance by any person on the information contained in the web site and other social media pages.

Knysna Adventures (Pty) Ltd will use photographs and video taken during this activity in order to advertise the business or to boating and adventure boating activities for promotional or educational purposes.

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