

Terms and Conditions

Knysna Adventures is a business in the tourism industry that delivers boat-based eco-adventure tours in the Garden Route

Subject to availability, and receipt of payment, requests will be processed immediately, and delivery confirmed by way of e-mail.

The services offered are only offered in South Africa

Payments can be made via Visa, Mastercard, Diners or American Express cards, or by bank transfer into the Knysna Adventures Account, details of whom will be provided on request

Card Transactions will be acquired for Knysna Adventures (Pty) Ltd via Paygate (Pty) Ltd, who are the approved payment gateway for all South African Acquiring Banks. DPO Paygate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL 3) and no Card Details are stored on the website. User may go to www.paygate.co.za to view their security certificate and policy.

Customer Details will be stored by Knysna Adventures separately from card details which are entered by the client on DPO Paygate's secure site. For more detail on the DPO Paygate, refer to www.paygate.co.za.

The Merchant Outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currently is South African Rand (ZAR)

Knysna Adventures (Pty) Ltd takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service support, dispute resolution and delivery of goods and services

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

We operate in South Africa and fall under the laws and regulations of South Africa and Knysna Adventures chooses as its domicile et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or

communication of whatsoever nature, Knysna Adventures, Knysna Waterfront, Waterfront Drive, Knysna

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.

All material found on this web site and other social media pages, unless otherwise noted, is owned by Knysna Adventures (Pty Ltd). You are not permitted to copy, reproduce, or use any such material without our prior written consent.

Knysna Adventures may, at its sole discretion, change this agreement or any part thereof at any time without notice

This website is run by Knysna Adventures (Pty) Ltd based in South Africa, trading as Knysna RIB Adventures, and with registration number 2014/266029/07 and with the directors being Brett Gething and Chris Botes

Our physical address is Knysna Adventures Ticket Office, Knysna Waterfront & Quays, Waterfront Drive, Knysna, e-mail: info@knysnaribadventures.co.za, Telephone : +2744 518 0240