



PAYMENT AND CANCELLATION TERMS & CONDITIONS:

Should we cancel a trip and you have already paid, you will be refunded. Otherwise, please cancel 7 days in advance as per our cancellation policy. Should you not arrive for your trip, you will be billed. In the event of illness, hospitalisation, accident or death (with the necessary proof and discretion of management) a full refund will be considered.

COVID-19 UPDATED CANCELLATION POLICY 2020

Our standard cancellation policy stands; however, we are always willing to review on a case by case basis for extenuating circumstances. We have implemented a free date change policy - so if a client wishes to postpone their trip, we are happy to change the departure date to later in 2020 or 2021 at no charge. Please note that if the client moves the date to 2021, the 2021 prices will come into effect.

WILDLIFE BEHAVIOR

SHARK CAGE DIVING

Sharks are wild animals and their presence cannot be guaranteed. Every experience that guests have with us, is educational from start to finish. Please note that time in the cage is affected by sightings and sea / weather conditions. We do our best to ensure all our guests have a fair opportunity to dive. We work with wildlife and nature and sightings are never guaranteed. If a shark has been sighted from the boat, we will consider that a successful trip. If there is no shark activity while on a shark cage diving tour with Marine Dynamics, a voucher will be offered.

MARINE BIG 5 AND WHALE WATCHING TOURS

Whales, Dolphins, Sharks, Penguins and Seals are wild animals and their presence cannot be guaranteed. In the event of no marine wildlife sightings on a Marine Big 5 tour, a voucher will be offered.

This voucher is purely a sign of goodwill from the owner, Wilfred Chivell.

This voucher is not transferable – your name and passport number will be recorded on the voucher. The transfer fee is non-refundable.

Clients are not entitled to a voucher should weather conditions suddenly change while out at sea causing a trip to be curtailed.

Transport will not be refunded in any situation.

WEATHER:

Our trips are weather dependent and times can vary. We will confirm the time you need to be with us the afternoon prior to your trip once we have done a detailed weather check.

LIABILITY:

Guests must sign an indemnity form prior to the activity thereby acknowledging that the activity is undertaken at own risk. Any unaccompanied minor (under 18 years of age) requires the indemnity to be signed by a parent/legal guardian prior to the activity.

Marine Dynamics Tours Pty Ltd: Reg no. 03/03/1266/07
Dyer Island Cruises Pty Ltd: Reg no. 2000/029321/07

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Directors: W Chivell (CEO), HHM Lutzeyer, S Visagie, P Ngewu, T Davids

www.marinedynamics.co.za | www.dyerislandcruises.co.za





INDEMNITY CLAUSE:

MARINE DYNAMICS SHARK TOURS

I am aware that cage diving, shark diving and boating are potentially hazardous activities, and I am voluntarily participating in these activities with knowledge of the danger involved and hereby agree to accept all the risks of injury or death. I further understand that by signing this document, I am releasing any claims I have against Marine Dynamics Tours (Pty) Ltd, or any other person employed or otherwise associated with them, from liability, property damage and or wrongful death arising from the boating or diving activities that I wish to engage in. I understand that I am responsible for my participation in the boating and or diving activities engage in. I understand that in the event that there is no shark activity while on a shark cage diving tour with Marine Dynamics, then a voucher will be offered. This voucher is not transferable – your name and passport number will be recorded on the voucher.

MARINE DYNAMICS WHALE TOURS (WITH SISTER COMPANY DYER ISLAND CRUISES)

I acknowledge that Dyer Island Cruises is not responsible for any injuries or losses suffered by me for any incident or accident of whatever nature and how so ever caused, whether directly or indirectly caused while embarking cruising or disembarking their boat or the boat under their control. I furthermore confirm that I undertake to take this trip entirely at my own risk. I also acknowledge that I did receive a pre-launch safety briefing.

SIGHTINGS:

SHARK CAGE DIVING

Marine Dynamics enjoys sightings of Great White sharks, Bronze Whaler sharks (Copper sharks) and even the occasional stingray at our vessel throughout the year. Great White shark behaviour is less predictable post Orca predation in 2017.

MARINE BIG 5

January – May: You might be fortunate to see the ocean’s Marine Big 5. This is not Southern Right whale Season, but we have Humpback and Bride’s whales that pass through our water on a regular basis. All morning trips include coffee/tea and muffins on arrival and a light lunch after the trip. Guests doing an afternoon trip can enjoy a light lunch on arrival followed by warm soup and bread after the trip.

June – December: Experience the ocean’s Marine Big 5, including the Southern Right Whales. Coffee/tea and muffins are served upon arrival followed by warm soup and bread after the trip.

CONSERVATION & EDUCATION

We can guarantee a marine biologist on board who will educate you on our favourite apex predator and other shark species seen.



COVID-19: WE HAVE YOU COVERED!

It is our duty of care to ensure your safety is a priority and respond to any concerns during these ever-changing times. Here are the precautions we are putting in place prior to your arrival.

- Alcohol-based antibacterial hand sanitisers for all guests onsite
- Frequent cleaning of all surfaces
- Onsite medical room and on-call medical practitioners
- Boxes of tissues around the show floor
- Restrooms will be checked & cleaned on a regular basis and replenished
- Frequent sanitation of the show floor
- Onsite signage to educate all attendees

IMPORTANT INFORMATION

WHERE TO FIND US:

[Search for Marine Dynamics on Google Maps.](#)

Please allow enough time for transport from Cape Town (3 hours) and Hermanus (1 hour) when travelling to Gansbaai. Please be aware that there are road works en route and waiting times are included in the above travelling times.

MEDICAL CONDITIONS: Do you have any of the following medical conditions our crew should be aware of? Epilepsy/ Seizures, Asthma, High Blood Pressure/ Heart conditions, Diabetes, making use of a wheelchair, other? Please inform our reservations team, so we can take good care of you.

TO BRING:

Sunscreen, comfortable closed shoes, warm clothing – it can be chilly at sea. Please take your SEA SICKNESS pills the night before and again two hours prior to the trip. We do not sell any medication at our office.

GENERAL:

All trips are subject to weather conditions and times may vary accordingly. Upon the confirmation of any booking, it shall be regarded that the client has read and accepted all the terms and conditions contained herein. All terms and conditions are subject to South African Law & Jurisdiction.

A STARRING ROLE – PHOTOGRAPHIC/VIDEO MATERIAL:

We take photographs, films and videos of our guests during the excursion. We may use such photographic, film and video material for the purpose of any advertising or brochure productions, which the client irrevocably gives his consent thereto, and without any consideration being payable to the client.

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