PAYMENT TERMS & CONDITIONS:

A 100% deposit or upfront credit card payment will confirm all bookings. No booking can be confirmed without the required proof of payment or credit card authorisation. We accept all legal tender for payments.

Payments can be made online when making a reservation. Telephonic reservations will require the completion of a credit card authorisation form to secure a booking. A child of 12 years and older will automatically be regarded as an adult and charged the full adult rate for all services. Children under 12 years of age will qualify for the lower advertised rate.

Price is inclusive of Value Added Tax. The exchange rate is calculated daily and therefore is subject to fluctuations.

A 10% non-refundable admin fee will be charged for every booking cancelled less than 30 days before your trip.

In case of a natural disaster, flood, volcano, earthquake, hurricane, virus infection or any other natural disaster trips can be extended with no extra charge or a 10% admin fee will be charged if you cancel your trip and don't extend or re-book.

REFUND POLICY:

We encourage advance bookings based on demand. Our cancellation policy is as below:
No-shows, cancellations within 24 hours of departure, and cancellations made within 7 days of departure will result in a 100% cancellation fee.
*This fee will be debited on the day of the trip if the above applies.

A full refund will be considered on merit, by management, in the event of illness, hospitalisation, accident or death, upon receipt of proof thereof. A full refund will be granted should the activity be cancelled in the interest of safety, prior to the trip.

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. If a shark has been sighted from the boat, we will consider that a successful trip. The transfer fee is non-refundable.

GIFT VOUCHERS:

A Gift Voucher is bought at the rate of your date of purchase.
A Gift Voucher is valid for three years from the date purchased.
A Gift Voucher is non-refundable.
A Gift Voucher is transferable.

You will receive a Gift Voucher confirmation with a Voucher Code. This code is only active once full payment is received. **Please note that a purchased Gift Voucher is not an active booking in our system.
Use the Gift Voucher code to make a booking on the Marine Dynamics website via the Online Booking system.

Special note for third-party bookings: If a Gift Voucher is booked by an Agent/establishment on behalf of their client, a payment link will be forwarded to the Agent/establishment. This link should be sent to the client for payment, to activate the voucher code. The client can use the voucher code to make an online booking via the Marine Dynamics website. The commission will be paid once we receive full payment.
The vehicle transfer fee is non-refundable.

CONSERVATION & EDUCATION:

We can guarantee a marine biologist on board who will educate you on our different shark species. Remember that YOUR CHOICE MAKES A DIFFERENCE and you can be assured that by booking with us you are assisting in the research and conservation of sharks.

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. Should sea and weather conditions unexpectedly change while at sea, it may affect your time to dive in the cage. (this would be unusual as our team does regular weather checks.)

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, Other?
Please advise us if you are pregnant. Please inform our reservations team, so we can take good care of you.

TOUR GUIDES AND LEADERS:

They are welcome to join the boat if there is availability, however, please note that we unfortunately cannot guarantee this — especially during our peak season. They are, however, welcome to enjoy a complimentary hot brewed coffee at the Great White House while they wait.

LIABILITY:

Guests must sign an indemnity form prior to the activity thereby acknowledging that the activity is undertaken at their 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. Our indemnity reads as follows: 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 I 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.

WHERE TO FIND US:

Venue: The Great White House Restaurant & Accommodation
5 Geelbek Street, Gansbaai, Van Dyks Bay, 7220.
Please note extra parking at the back of the Great White House.
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.

TO BRING:

Sunscreen, bathing costume, 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 are legally not allowed to sell any medication.

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 MATERIAL:

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