



TERMS & CONDITIONS

INDEMNITY WAIVER AGREEMENT

Aqua Lounge Cruises (Pty) Ltd and its employees will not be held liable for any accident, loss, damage or injury encountered by passengers during the duration of the cruise, whether such occur during boarding, being afloat and /or disembarking. Passengers are to fully co-operate with the crew and comply with all safety procedures. Command of the vessel rests solely on the Skipper. In the event of bad weather, mechanical failure or *force majeure*, the skipper has the right to cancel / shorten / lengthen the cruise at his own discretion. Passengers participate in cruises solely at their own risk and indemnify Aqua Lounge Cruises and its employees in respect of any claims. Life jackets are stored on the boat and will be made available on request. Aqua Lounge Cruises reserves the right of admission, which includes disembarking passengers who are guilty of unruly behaviour.

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By making a booking and/or purchasing a cruise ticket, the passenger(s) are reserving space for a predetermined date, time slot and number of people aboard a certain vessel. It is the responsibility of the passenger to ensure that he/she/they are on time for the cruise. To avoid missing the cruise, we kindly request all passengers to report to the Aqua Lounge ticket office at least 15 minutes prior to the scheduled departure time.

Late Arrival & No-Show Policy: Aqua Lounge aims to depart on time, every time. If a person / group misses the cruise due to late arrival or no-show, any payment made or tickets purchased will be forfeited. Tickets are non-refundable and non-transferable. These rules apply to all 1-Hour leisure cruises, breakfast, lunch and dinner cruises.

Private Cruise Policy: Private cruises are scheduled for a predetermined date and time slot. If the departure time is delayed due to late arrival of passengers; decorating requirements or any other passenger related request, the cruise duration will be shortened to ensure the arrival time as indicated on the quote and/or invoice.

Quote and Invoice Policy: The correct reference number as indicated on the quote and/or invoice should be used when making electronic payments. If an incorrect reference number was used, payments cannot be allocated and will result in an unconfirmed booking. Quotes are valid for 48 hours only from date of issue. To confirm a booking, full payment must be made within 48 hours and proof of payment should be sent to bookings@aqualoungecruises.co.za. Payments made after the quote / invoice expiry date may result in unconfirmed bookings.

Weather Policy: Aqua Lounge Cruises provides all weather cruises. Wind and rain does not warrant cancellation unless deemed unsafe by the Skipper.

Cancellation Terms: > 60 days = 100% refund; 30-59 days = 75 % refund; 10-29 days = 50% refund; 1-9 days = No refund. Cancellation requests must be submitted in writing and sent to bookings@aqualoungecruises.co.za. Refunds will be done via electronic fund transfer (EFT) only. No cash refunds will be granted.

Food and Beverage Policy: Passengers are not permitted to bring own food, beverages or cooler boxes on the boat.

COMPLIMENTS OR COMPLAINTS

Your feedback is important to us. If you have any suggestions, compliments or complaints, kindly send us an e-mail to feedback@aqualoungecruises.co.za