

Salt Sisters - Terms and Conditions

Salt Sisters ("the Company") accepts your ("the Customer") booking under the following terms and conditions.

General

These terms and conditions, together with any other written information brought to your attention before we confirm your booking, shall form the basis of your contract with Salt Sisters "the Company" in respect of the relevant tour or other holiday experience (together referred to in these terms and conditions as 'tours') to be provided by the Company. Please read these terms and conditions carefully and contact us if you have any queries.

Booking Process

Bookings can be made by telephone or our website by contacting us by email at saltsisterskite@gmail.com. Your booking is not confirmed until we have issued your booking confirmation. At that point a binding contract will be entered into between us.

Pricing

The tour package includes your accommodation, kitesurfing lessons, activities and meals. Unless otherwise expressly stated in the package description, flights and off-site activities are not included. Please ask us about this at the time of making your booking enquiry.

Cancellation by You

If you wish to cancel your booking after our booking confirmation has been issued, you should inform us in writing as soon as possible - the effective date of cancellation will be the date upon which we receive such written notification. In the event of cancellation by you, cancellation charges may be payable, as set out below.

- a) cancellation more than 15 weeks before the tour date: Loss of deposit of \$250
- b) cancellation between 6 weeks and 15 weeks before the tour date: you will be charged 40% of the price of the tour;
- c) cancellation between 2 weeks and 6 weeks before the tour date: you will be charged 60% of the price of the tour;
- d) cancellation between 1 day and 2 weeks before the tour date: you will be charged 90% of the price of the tour;
- e) in the event of a 'no show' you will be charged 95% of the price of the tour.

Cancellation by Us

We will only cancel tours due to unforeseeable circumstances which are out of our control or which might jeopardize your safety. If we cancel your tour then we will always refund you, in full, for all sums paid by you related to your trip package. The Company will not be responsible for any costs incurred for flights, travel, time off or any fees paid to other parties.

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Missed Departures

No monies will be refunded for any missed departures or unused services.

Release/limitations of liabilities

By participating, the customer assumes risk of personal injury, loss or damage to him/herself and his/her personal possessions. The customer releases the service provider from all direct, indirect, punitive incidentals. Special or consequential damages arising from or related to the provision of services, including economic loss, physical or mental injury, or any act, omission or negligence, even if caused in whole or in part by the negligent conduct of the service provider or its employees or agents. If the service provider is unable by law to exclude its liability, the customer agrees that the service provider's liability is limited to the value of the service purchased.

Our Liability and Actions of Suppliers

Many of the aspects of your holiday experience (of which your tour may form part) are provided by independent suppliers, who provide such products and services on the basis of their own terms and conditions.

In particular, the company will not be liable for our kite surfing, transportation or catamaran suppliers. The Company will not accept or have any liability for any acts or omissions (whether negligent or otherwise) of any supplier or person providing services in connection with any tour unless such a person is employed by or under the direct control of the Company.

Disabilities and Medical Problems

If you have a disability or medical problem which may affect their ability to travel on our tour then please provide us with full details at the time of making your booking enquiry, so that we can advise you as to the suitability of your chosen arrangements.

If we are not informed of any disabilities or medical problems in this way then we cannot be held responsible for any cost or inconvenience incurred if we are unable to accommodate you or any member of your party.

If, acting reasonably, we are unable to accommodate the needs of the person(s) concerned then we will not confirm your booking or (if you did not give us details of the disability or medical problem at the time of making the booking request) we shall be entitled to cancel your booking and to levy the relevant cancellation charges.

Insurance

The Company strongly recommends that passengers arrange suitable travel, medical and cancellation insurance.

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Forum

This contract is construed according to the laws of the Dominican Republic and the customer is bound to the jurisdiction of the said courts.

The customer acknowledges having read and understood the above terms and conditions and agrees to be bound by the same. By booking online, the customer will waive certain legal rights, including right to sue for damages.