



# Booking Successful

**Booking Reference: ACTB-A6D2-5F8D**

**Payment Reference: ACTB-A6D2-5F8D-GW-0708-4FF1**

You hold the reservation outlined below. You will receive this confirmation by email shortly.

## 1. Booking details

**Service**Kayak Adventure Sea Point, Cape Town

**Booking reference**4772-D918

**Duration**2 hours

**For**2 adults and 0 children

**Provider**Kaskazi Kayaks and Adventures

**Date & Starting Time**09:00 on 6 December 2019

**Total Price**R900.00

**Amount Paid**R900.00

**Voucher Discount**R0.00

**Booked By**Callum Landsberg - landsbergcallum@gmail.com

**Start Location**Kaskazi Kayaks And Adventures, 179 Beach Road, Three Anchor Bay - next to Shell service station

**End Location**Kaskazi Kayaks And Adventures, 179 Beach Road, Three Anchor Bay - next to Shell service station

**Inclusions**All kayaking and safety gear.

**Exclusions**Items of a personal nature.

## Participant Details

**Lead Participant**Callum Landsberg

**Adult Supervision Provided**

**Expertise Level Declaration**No Experience Requirement

## Instructions

### Where

Kaskazi Kayaks And Adventures, 179 Beach Road, Mouille Point, Cape Town, 8005.

### When

All Year

### Weather

Stable seas

### What to Wear

Comfortable beach wear (quick dry clothing is not essential but it is more comfortable). You can change and leave bags in the shop. There are lockers with padlocks for valuables. You do get a bit wet so you can bring a towel and a change of clothes for afterwards.

### Things to bring

Sun protection (such as suncream, a hat and sunglasses) as well as water, should you wish to drink something.

The Atlantic can be chilly so bring a wind breaker just in case.

### **Guest/Spectators**

Beach front walks, restaurants and coffee shops close by.

### **Inclusions**

All kayaking and safety gear.

### **Exclusions**

Items of a personal nature.

## **Terms and Conditions**

### **Kayak Adventure Sea Point**

Thank you for booking to paddle with Kaskazi Kayaks & Adventures! Please check in 15 minutes before start time since we cannot take you out if you miss the safety briefing. Make sure you are contactable on the mobile number you supplied when booking. If we have to cancel, we will notify you by text message an hour before start time.

Inclusions → All kayaking and safety gear.

What To Bring → Sun protection, Some water is a good idea too.

What To Wear → Comfortable beach wear (quick dry clothing is not essential but it is more comfortable). A wind breaker to keep the chill away out on the water. You do get a bit wet so you can bring a towel and a change of clothes for afterwards.

Valuables → You can store any valuables in a lockable locker at the shop.

#### **Cancellation Policy:**

Bookings cancelled by clients > 24 hours notice | Refunded net of 5% booking fee (transaction costs)

Bookings cancelled by clients < 24 hours notice | Not Refundable

Bookings cancelled by Kaskazi Kayaks & Adventures | Refunded in full

Shop | +27 83 346 1146

Email | [info@kayak.co.za](mailto:info@kayak.co.za)

Web | <https://kayak.co.za>

#### **Terms & Conditions:**

- Each person party to the booking understands the dangers involved in kayaking and kayak related activities, and undertakes to stay within earshot of the guide(s) at all times and follow their instructions directly.
- Each person party to the booking is aware of the physical nature of kayaking and undertakes to inform Kaskazi Kayaks & Adventures of any physical or medical condition that may affect their ability to kayak safely PRIOR to commencing the trip.
- Each person party to the booking will not hold Kaskazi Kayaks & Adventures, the guides or any person(s) associated with Kaskazi Kayaks & Adventures liable for any injury, physical hardship or loss or damage of equipment that may arise from their participation in such activities. Clothing and any other items taken on the trip will get wet – if it is not needed for the trip, it should be left behind.
- Each person party to the booking is responsible for damages to equipment arising from failing to adhere to the instructions given by the guides.
- Each person party to the booking undertakes not to use any alcohol during a kayak trip or within the 8 hour period prior to commencement of the trip.
- Each person party to the booking accepts that Kaskazi Kayaks & Adventures, the guides or any other person associated with Kaskazi Kayaks & Adventures have no control over weather and sea conditions, behaviour of animals or users of other craft.
- Should adverse weather conditions set in during the course of a trip, which at the sole discretion of the guide is considered to endanger the safety of the group, the trip may be terminated. In such an event, any refund, whether whole or in part, is at the discretion of the guide, having regard to the time elapsed, weather conditions or any other relevant circumstances.

#### **Important Final Notes:**

Congratulations! You are going to love your sea kayak adventure with Kaskazi kayaks! If you are unhappy with anything from start to finish, please help us improve, we would love to hear from you.

- Please ensure arrival 30 minutes BEFORE start time since we cannot take you out if you miss the safety briefing. Should you not arrive in time and have informed us you are running late, we consider this a no show.
- Make sure you are contactable on the mobile number and email address provided by you in case we need to postpone

your trip due to adverse weather.

- PLEASE NOTE weather can change suddenly along the coast, so in the unfortunate event that the conditions become unsafe we hold the right to CANCEL and REFUND you if you are unable to reschedule. If we have to cancel, we will notify you by text message and email so please ensure you are notifiable.

- If you bring a group of 10 pax or more, you get a complimentary trip on us!

Kaskazi Kayaks & Adventures is a business in the activity industry

#### Return and Refunds policy

The provision of goods and services by Kaskazi Kayaks & Adventures is subject to availability. In cases of unavailability, Kaskazi Kayaks & Adventures go to every endeavour to rebook/reschedule the service. If that is not possible, it will be considered to refund the client as soon as possible.

#### Customer privacy policy

Kaskazi Kayaks & Adventures shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from:

[http://www.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569)

#### Payment options accepted

Payment may be made via Visa, MasterCard, credit cards for online bookings. Bank transfers or cash will only be accepted for direct bookings into the Kaskazi Kayaks & Adventures bank account, the details of which will be provided on request

#### Credit card acquiring and security

Credit card transactions will be acquired for Kaskazi Kayaks & Adventures via PayGate (Pty) Ltd who are the approved payment gateway. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

#### Customer details separate from card details

Customer details will be stored by Kaskazi Kayaks & Adventures separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to [www.paygate.co.za](http://www.paygate.co.za)

#### Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction Currency is South African Rand (ZAR).

#### Responsibility

Kaskazi Kayaks & Adventures takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods

#### Country of domicile

This website is governed by the laws of South Africa and Kaskazi Kayaks & Adventures chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

#### Variation

Kaskazi Kayaks & Adventures may, in its sole discretion, change this agreement or any part thereof at any time without notice.

#### Company information

This website is run by Kaskazi Kayaks & Adventures based in South Africa trading as Kaskazi Kayaks & Adventures.

Company name: Kaskazi Kayak & Adventures

E-mail: [info@kayak.co.za](mailto:info@kayak.co.za)

Contact number: 074 810 2224

[Help & Support](#)