

GENERAL BOOKING TERMS AND CONDITIONS

Making a booking through the web page or email involves the express acceptance on the part of the customer of each and every general condition, which is considered an integral part of the booking in accordance with the specific legislation in force.

Full payment is required before the 10th of October 2019 to confirm booking, non-payment shall be seen as a cancellation of the service required.

Adventure Whale Event Solutions will provide written confirmation of the booking in the form of an email or invoice if required.

The payment fee is non-refundable, unless Adventure Whale Event Solutions, due to causes beyond its control, cancels the booking.

BOOKINGS AND REFUNDS

When a booking is made, it is done by making a secure credit card payment or electronic bank transfer. Customers will receive details of their bookings by e-mail, together with an identification number (reference), and all other associated information including the conditions and refund policy.

The transaction will be carried out in ZAR, no matter what the origin of the customer.

INCLUDED WITH THE BOOKING

The services detailed according to the booking conditions which constitutes, depending on booking: Transfer from Cape Town International Airport (CTIA) to FNB W2W Registration at Lourensford Estate only. Transport from registration to accommodation is for customers' own arrangements Transfer from finish at Onrus Caravan Park back to CTIA or Lourensford Estate depending on the requested booking. This is relevant to all three events of the FNB W2W, Chardonnay, Pinotage and Shiraz.

CUSTOMER'S RESPONSIBILITIES

On making the booking, the customer is fully and exclusively responsible for the accuracy of all the information that has to be given. If it proves to be incorrect, this could lead to the cancellation of the booking. In case of poor service due to client culpability, Adventure Whale Event Solutions will not take any responsibilities and will not refund the money.

Customer should ensure they are fully aware of the shuttle departure times from the various points and arrange flights and travel accordingly within the timeframe of travelling time. Shuttles will depart on advertised times.

Should you be travelling with your bicycle it is the customers' responsibility to advise their insurer that their bicycle will be in transit over the relevant time period. Bicycles should be boxed or in a bike bag for transport to and from Cape Town International Airport.

It is the customers' responsibility to ensure they are on time for the advertised departure of the shuttle transfers as advertised.

Customer to make own arrangements should transfer be required from FNB W2W registration to accommodation.

BICYCLE TRANSFERS WITH COACHES

Bicycles transported with the service option from the Cape Town International Airport and back, must be boxed or in a bike bag. This is the responsibility of the customer.

Bicycles transported back to Lourensford Estate from the finish at Onrus Caravan Park will be within a bicycle trailer and it is the customer's responsibility to ensure the bicycles are cleaned before being transported. Adventure Whale Event Solutions takes no responsibility for damages that could be caused during transit due to these factors. It is the customers' responsibility to advise their insurer that their bicycle will be in transit during the relevant times and days.

Adventure Whale Event Solutions cannot take responsible for any loss or damage of your luggage or bicycle (where applicable).

DISCLAIMER

Adventure Whale Event Solutions will endeavour to carry the customer to the destinations as booked minimum discomfort and via the quickest routes. However, due to circumstances beyond our control this may not be possible. This would include:

- Accidents causing to delays to the vehicle
- Vehicle breakdown
- Vandalism
- Exceptional or severe weather conditions
- Compliance with police request
- Road accidents
- Unforeseen traffic delays
- Industrial action by 3rd parties
- Problems arising from other customers
- Force Majeure (war, civil unrest, terrorism, acts of god, extreme weather conditions).

If affected by any of the above situations or other unforeseen event, Adventure Whale Event Solutions will make every effort to deliver the customers to their destination on time. In the event when this is not possible then Adventure Whale Event Solutions cannot be held responsible for any losses or costs incurred.

Adventure Whale Event Solutions is outsourcing/sub contract services to other licensed companies. Please note that their Terms and Conditions might vary from that of Adventure Whale Event Solutions.