

TERMS AND CONDITIONS

Marine Dynamics Exclusive Marine Experience

Three days | Two nights | Two people

1. Prize Validity

- This voucher entitles the holder to one Marine Dynamics Exclusive Marine Experience for two people, comprising three days and two nights, as detailed in the accompanying itinerary.
- The voucher is valid for 24 months from the date of issue.
- The experience may not take place between 15 December and 15 January, inclusive, in either year of the validity period. This blackout period does not pause or extend the 24-month validity.
- The experience must be completed within the voucher's 24-month validity period.
- Extensions to the validity period will only be considered at the discretion of Marine Dynamics and must be confirmed in writing.

2. Transferability

- This voucher may be transferred or gifted to another recipient. The original purchaser or raffle winner may nominate another person to redeem the prize.
- The voucher is valid for one redemption only and may not be exchanged for cash, credit or any other form of compensation.
- Following its award through the original raffle, the voucher may be gifted or transferred without payment but may not be commercially resold, auctioned or bartered. The holder must notify Marine Dynamics of the nominated recipient before redemption.
- Marine Dynamics reserves the right to reject fraudulent, altered, duplicated or otherwise invalid vouchers.

3. Booking and Reservations

- The voucher holder must contact Marine Dynamics at reservations@marinedynamicstravel.com to request and confirm the booking. A booking request is not a confirmed reservation.
- A minimum of 30 days' advance notice is required for all bookings.
- All accommodation, activities and excursions are subject to availability and written confirmation by Marine Dynamics.
- The names and relevant details of both participating guests must be provided when making the reservation.
- Once confirmed, changes to booking dates or arrangements will be subject to availability and approval by Marine Dynamics.

4. What the Prize Includes

The prize covers the following experiences and inclusions for two people:

- Two nights' accommodation at the Great White House in Gansbaai.
- All meals throughout the three-day experience are included, up to the following allowance per person: breakfast R200, lunch R250 and dinner R500. These allowances include beverages. Any food or beverage costs exceeding the applicable allowance will be charged to the guests.
- Return transport between Cape Town and Gansbaai for the two prize guests, together with ground transport between scheduled itinerary destinations, as arranged by Marine Dynamics. Pick-up and drop-off locations and times must be confirmed when booking.
- A Marine Big 5™ marine wildlife safari with a marine biologist.
- A visit to the historic Danger Point Lighthouse.
- An exclusive behind-the-scenes visit to the African Penguin and Seabird Sanctuary.
- A shark cage-diving experience aboard Slashfin.
- A powerboat excursion to Dyer Island aboard Calypso.
- A guided snorkelling experience with Cape fur seals, subject to suitable conditions.
- A visit to the Grootbos Florilegium botanical art collection.

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The prize is limited to the inclusions listed above. Any additional goods, services, activities or expenses not expressly specified in the itinerary are excluded.

“Exclusive Marine Experience” describes the curated itinerary and does not imply exclusive use of vessels or private marine tours.

5. Shared Marine Wildlife Tours

- All marine wildlife tours and ocean-based activities are shared experiences and are conducted alongside other guests booked on the same scheduled departure.
- The prize does not include private, exclusive or chartered vessel bookings.
- Marine Dynamics determines vessel allocation and departure arrangements based on operational requirements, safety considerations and availability.

6. Additional Guests

- The prize is valid for two people only.
- Additional guests may join the experience at their own expense, including the scheduled activities, subject to availability, applicable safety and participation requirements, and confirmation by Marine Dynamics.
- Additional accommodation, meals, activities, transport and any other applicable costs will be charged at the prevailing rates.
- Additional guests must be arranged and confirmed in advance through the Marine Dynamics Reservations Manager.
- For enquiries and arrangements, please contact reservations@marinedynamicstravel.com.

7. Conservation Fee

- The compulsory Marine Dynamics Conservation Fee is not included in the prize.
- The Conservation Fee is payable separately for each participating person, including the two prize recipients and any additional guests.
- The applicable fee must be paid before participation in the relevant activities.

8. Travel and Additional Expenses

- Included transport comprises return transfers between Cape Town and Gansbaai for two people and ground transport between scheduled itinerary destinations. Pick-up and drop-off arrangements are subject to advance confirmation.
- Any additional transport not expressly included in the prize itinerary is for the guests' own account.
- Personal expenses, beverages beyond the selected included beverages, gratuities, travel insurance and any incidental costs not expressly included in the prize are excluded.
- Guests are responsible for arranging any necessary travel documentation and appropriate travel insurance.

9. Weather, Sea Conditions and Wildlife Sightings

- All marine activities and wildlife encounters are subject to weather conditions, sea state, tides, operational requirements, safety considerations and applicable animal welfare protocols.
- Specific activities may be postponed, rescheduled, modified or cancelled where conditions are deemed unsuitable by Marine Dynamics.
- Wildlife sightings cannot be guaranteed. Marine Dynamics does not guarantee encounters with any particular species, including sharks, whales, dolphins, Cape fur seals or African penguins.
- Snorkelling with Cape fur seals is subject to suitable environmental conditions and the natural behaviour of the animals.
- If an activity cannot proceed for weather, safety or operational reasons, Marine Dynamics will endeavour to reschedule it or offer a reasonable alternative, subject to availability and feasibility. Cancellation of one activity does not automatically cancel the entire experience; any statutory rights remain unaffected.

10. Safety and Participation Requirements

- All participants must comply with the safety instructions, operational procedures and guidelines provided by Marine Dynamics staff and guides.
- Certain activities may have age, health, swimming ability, fitness or other participation requirements.

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- Participants must disclose any relevant medical conditions, physical limitations or other circumstances that may affect their ability to participate safely.
- Marine Dynamics may restrict participation in an activity where safety requirements are not met.
- All activities are subject to applicable safety procedures and relevant participation or indemnity documentation.

11. Changes to the Itinerary

- The itinerary is intended as a guide and may be adjusted due to weather, operational requirements, supplier availability, safety considerations or other circumstances beyond Marine Dynamics' reasonable control.
- Marine Dynamics may make reasonable changes to the sequence, timing or arrangements of activities while endeavouring to deliver an experience of comparable value and quality.
- Guests who choose not to participate in an included activity are not automatically entitled to a cash refund, credit or replacement activity, subject to applicable law.
- Specific visits and activities remain subject to confirmation.

12. Cancellation and Non-attendance

- The voucher holder must notify Marine Dynamics as soon as possible if they are unable to honour a confirmed booking.
- Failure to arrive or cancellation at short notice may affect the booking and any ability to reschedule. Any forfeiture or charges will be assessed reasonably in light of the circumstances and applicable law.
- Alternative booking arrangements will be subject to availability and approval by Marine Dynamics.

13. General Conditions

- The voucher may only be redeemed once and cannot be divided into separate bookings or partially redeemed.
- The voucher must be presented or referenced when confirming the booking.
- The prize cannot be exchanged for alternative products or services unless agreed to in writing by Marine Dynamics.
- These terms and conditions are subject to applicable South African law, including the Consumer Protection Act.

By redeeming this voucher, the holder acknowledges and accepts these terms and conditions.

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