



ScubaCo Diving & Travel Booking Conditions, Procedures & T's & C's

We will confirm availability by email and send you all the booking information. To confirm your booking we require a 50% deposit.

Outstanding amounts are to be paid in full 60 days prior to arrival. Receipt of deposit and confirmation on booking will be sent once deposit is received.

On receipt of the deposit we will assume that you are aware of all charges relating to the Activities and services booked, and that you are aware of any charges outside of the original booking. (EG Additional gear rentals, MPA Fees, private tuition fees etc....)

Group Package Policy:

We offer a 8+1 rule for group trips, i.e. bring 8 people on a package and the 9th gets the same package for free.

Child Policy:

Children under 12 years – 50% of the room rate. Child under 2 years – 25% of the room rate. The above pricing includes meals but does not include any babysitting services, which can be arranged.

Booking Procedure:

You are more than welcome to contact us on any of the numbers below to check availability; however due to the nature of our business and the various staff that monitor our bookings, e-mail is the preferred method to contact us, and the only way to secure your booking. This allows us to keep a record of your booking in our system. To Contact us please us at the following: e-mail: info@scubaco.co.za

Office: +27 (0) 39 973 0002

Mobile Phone: Tamara +27 (0) 79 779 4242 or Dean +27(0) 71 899 3720



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www.scubaco.co.za

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Payment Terms:

A minimum 50% per person non-refundable deposit to be sent within 7 days from the date of invoice. The remaining balance should be paid 60 days prior to the arrival date. Any bookings made less than 30 days before arrival must be paid in full within 7 days from the invoice date. Deposit/Payments can be made via Zapper App, Credit Card or Bank Transfer, please ensure that all fees are paid at the time of sending funds. People wishing to book very short term and pay cash on arrival cannot be guaranteed availability.

Please Instruct your bank to send your funds covering all fees (The person sending funds is responsible for all fees, we can only reflect the amount we receive on the invoice). **No Exceptions.**

Special for Group Bookings: 8 Pay, 9th has package for free.

Cancellation policy:

- 45 days or more before date of arrival: Fully Refunded
- 45 days to 30 days prior to arrival: 50% of invoice total to be returned*
- Less than 30 days prior to arrival: No Refund
- No Show: No Refund
- Flight Cancellation (late arrival): No Refund on unused Services
- Unused Dive from Prepaid package: No Refund, non-transferrable

*Administrative fees and Bank Charges will also be deducted. We strongly advise all guests to ensure that they have full cover travel insurance that will cover any losses incurred by the above.

ScubaCo & 32 On Harvey Banking Details:

Account Name: 32 On Harvey
Bank Details: FNB, Acc No: 6278 257 8333
Branch: Scottburgh
Branch Code: 250655
SWIFT CODE: FIRZAJJXXX

Please use your Name & Reference number



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PROCESSING - ANNEXURE A

1. Detailed description of goods and/or services

ScubaCo Diving & 32 on Harvey's are businesses in the scuba diving & travel industry that created packages and holidays for their guests.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 7 days and delivery confirmed by way of booking confirmation via email.

3. Return and Refunds policy

The provision of goods and services by ScubaCo Diving & 32 on Harvey is subject to availability. In cases of unavailability, ScubaCo Diving & 32 on Harvey will refund the client in full within 30 days. Cancellation of reservations by the client will attract a 10% administration fee.

4. Customer Privacy policy

ScubaCo Diving & 32 On Harvey 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.

5. Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the ScubaCo Diving & 32 on Harvey's bank account, the details of which will be provided on request.

6. Card acquiring and security

Card transactions will be acquired for ScubaCo Diving & 32 on Harvey's via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. DPO PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

7. Customer details separate from card details

Customer details will be stored by ScubaCo Diving & 32 on Harvey separately from card details which are entered by the client on DPO PayGate's secure site.

For more detail on DPO PayGate refer to www.paygate.co.za.

8. 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).

9. Responsibility

ScubaCo Diving & 32 on Harvey 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.

10. Country of domicile

This website is governed by the laws of South Africa and ScubaCo Diving & 32 on Harvey 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.

11. Variation

ScubaCo Diving & 32 on Harvey may, in its sole discretion, change this agreement or any part thereof at any time without notice.

12. Company information

This website is run by www.scubaco.co.za (private company) based in South Africa trading as ScubaCo Diving & Travel and with registration number 2013/136912/07 and Dean Wright (Director).
32 On Harvey and with registration number 2015/135329/07 and Dean Wright (Director).

13. ScubaCo Diving & 32 on Harvey contact details

Company Physical Address: Shop 3 Village Reef Centre, 21 Harvey Street, Umkomaas, Kwa Zulu Natal, 4170

Email: info@scubaco.co.za

Telephone: +27 39 973 0002



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