



## Harties Boat Company Terms & Conditions and Policies:

- 1) All cruises are subject to weather conditions
- 2) Harties Boat Company (HBC) reserves the right to cancel or delay cruises due to unsafe weather, in which case our cancellation/postponement policy will be implemented
- 3) No-shows: forfeiture of full payment. Late arrivals: 50% surcharge and potential rescheduling
- 4) HBC reserves the right to refuse boarding permission to, as well as remove from any cruise/our venue, any client due to health reasons, intoxication, violent or threatening behaviour, or reason deemed to compromise the general safety of the cruise or any other passengers/guests
- 5) Whilst precautions are made to ensure the safety of all clients, all clients board at their own risk
- 6) HBC reserves the right to seat guests at shared tables
- 7) All seating is on a first-arrival basis
- 8) No children under the age of 6 will be allowed on the Boat Cruise, merely for safety reasons. If children are permitted to cruise all children under the age of 12 must wear a life jacket throughout the duration of the cruise

### Cruise Dining Experiences

Indulge in our scrumptious finger and fork buffet on board! Enjoy a delightful spread of dishes, carefully crafted for your pleasure. While designed for finger-licking goodness, cutlery is available for select items.

The dining experience varies slightly depending on the vessel:

#### Danny Buoy & Toro Ya Me

Enjoy self-service access to our finger and fork buffet, allowing you to indulge at your leisure.

#### The Alba

Savor our carefully curated menu, served plated on one main plate per table of 4 guests. Each guest will have their own individual plate to enjoy the selection.

#### Cruise Dining Options

- Danny Buoy & Toro Ya Me: Self-service finger and fork buffet
- Alba: Plated menu served family-style (1 main plate per 4 guests, individual plates provided)
  - All other drinks and refreshments (cash bar on board with card facilities)
  - No cooler boxes or outside drinks or food allowed as we are a licensed venue.
  - The resort is open for day visitors from 8am - 6pm so please feel free to come early and enjoy our Zanzibar Beach Cafe before or after your cruise!

Hartebeespoortdam Conferencing CC. Member: Natasha Mostert. CEO: Dion Mostert  
Physical Address: 105 Jocelyn Street, Kosmos, Hartbeespoort Dam/Kommando Nek Reserve.  
Business Telephone: (012) 253 5045 | E-mail: info@hartiesboatcompany.co.za  
Co Reg Number: 2011/031696/23 | VAT / Tax Numbers: 464 026 7565 / 9098848188  
CSD Supplier Number: MAAA0545207 | BEE Level 4



- No Food served on the 1 Hour Cruises - food available at the beach cafe to order

#### **Additional Dining Options**

Before or after your cruise, visit our Zanzibar Beach Cafe for a mouth-watering buffet experience. Cutlery provided for all meals.

#### **Cruise and Dine Packages**

Combine your cruise with a meal at Zanzibar Beach Cafe for an unforgettable experience.

- Book now and savor the flavors of Hartbeespoort at Harties Boat Company!

#### **Fitness Or Physical Requirements:**

Not wheelchair friendly due to size of jetty and toilet. All patrons with walking disabilities will be assisted - all children under 12 are required to wear a life jacket throughout the duration of the cruise.

#### **Skills Or Qualifications:**

SAMSA Certified, Safety Briefing before each cruise, Life Jackets Onboard, Qualified Skipper, First Officer and Crew

#### **Cancellation & Postponement Policy:**

- 1) All client cancellations must be done in writing and sent via email to [bookings@hartiesboatcompany.co.za](mailto:bookings@hartiesboatcompany.co.za)
- 2) Our cancellation policy is applicable to all services booked through Harties Boat Company (HBC)
- 3) Where a cancellation is made by HBC, a full refund payment will be made within 14 working days of the cancellation date
- 4) All refunds are subject to the deduction of cash deposit fees, where a cash deposit has been made to pay for services
  - 1) Provisional bookings are held for 24 hours unless otherwise arranged. If payment has not been made within 24 hours, kindly contact us to ensure availability for the dates again before making payment.
  - 2) If payment is made after 24 hours without confirming availability, and space is available, the booking will stand and be subject to our standard cancellation policy.
  - 3) All client cancellations must be done in writing and sent via email to [bookings@hartiesboatcompany.co.za](mailto:bookings@hartiesboatcompany.co.za)
  - 4) Our cancellation policy is applicable to all services booked through Harties Boat Company (HBC)
  - 5) Where a cancellation is made by HBC, a voucher for a similar trip, valid for six months, will be issued

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- 6) All refunds are subject to the deduction of cash deposit fees, where a cash deposit has been made to pay for services
- 7) Where a client cancels, or in the case of a lapsed booking, the client will forfeit 100% of the total cost of services where the cancellation is made 14 days or less before the date of departure. Where the date of departure is 14 to 28 days away, the client will forfeit 50% of the total cost of services. Where the departure date is greater than 28 days, the client will forfeit 25% of the cost of service.
- 8) All refunds (where granted) will incur a R 100.00 handling charge regardless of the reason for cancellation.
- 9) Postponements made by clients will be treated as cancellations
- 10) Bank fees for credit card payments/bank transfers are strictly non-refundable

**Liability Waiver and Terms of Service:**

In consideration of being permitted to board and participate in any cruise, I hereby acknowledge and agree to the above and below terms and conditions:

**1. Liability Waiver:**

I indemnify and hold harmless Harties Boat Company, its owners, skippers, crew, employees, and agents against all claims, damages, and losses arising from or related to my participation in any cruise.

**Thank you for choosing HARTIES BOAT COMPANY!**

Please note all bookings are provisional until we receive proof of payment from yourself. This should be emailed to [bookings@hartiesboatcompany.co.za](mailto:bookings@hartiesboatcompany.co.za). Kindly use your Booking ID as a reference.

Please try to avoid using the Hartbeespoort Tunnel on the day if you have less than an hour to departure time due to traffic at the tunnel being one-way. Please note we are not situated at the Zoo & Snake Park but in Kosmos, Kommando Nek Resort - The resort is open for day visitors from 8 am - to 6 pm so please feel free to come early and enjoy the public braai, and picnic areas.

Should you have any queries, please do not hesitate to contact us.

**WE LOOK FORWARD TO WELCOMING YOU AS OUR GUESTS!**

Harties Boat Company  
Tel: 0122535045  
Cell: 0827047202  
0765672091 (WhatsApp)

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