



pureSA FAQs

GENERAL

When do you operate?

Our tours generally operate on weekends and selected weekdays. For current tour times please check puresa.com.au/puresa-tours/.

What are the minimum and maximum numbers per tour?

Minimum of 4 and a maximum of 8-12 people max, dependant on tour. You can book for one person only.

What is the minimum age for your tours?

- Dependant on the tour, children as young as 4 can attend. Please check the minimum age requirements for the tour you are booking on to.
- Children 17 years and younger must be accompanied on the tour by an adult.

Who supervises my child when participating?

- Children under 18 must be accompanied by an adult.
- We will conduct the activity for your child, however you must take ultimate responsibility.
- We will remove your child from the activity if they are deemed to be non-compliant and or a safety risk.

When is your office open?

- Our offices are in Adelaide and Glynde, South Australia and we are open 9am – 5pm on Monday – Friday. Our office is not open during the weekend, but you can call our office number to be transferred to our emergency contact.
- Our phone number is [08 7226 9011](tel:0872269011).
- As all the information about our tours is online and bookings are all made online, we only accept emergency calls for legitimate issues.

BOOKING INFORMATION

All bookings are made with Pure SA Pty Ltd (ABN 86 606 519 242), trading as pureSA. By booking a tour or service from pureSA, you (or any other person booked by you) acknowledge you have read and consent to the pureSA Terms and Conditions and Privacy Policy and your booking will be accepted by pureSA on this basis. The tour or services to be provided are those referred to in our booking confirmation to you. The Terms and Conditions and your booking confirmation constitute the entire agreement between you and pureSA.

How do I book in?

- You can book your ticket online at: puresa.com.au/puresa-tours. PureSA uses a third-party secure booking platform known as Rezdy. All bookings go directly to PureSA.

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- Session times show what is available. If availability appears in the drop down for the day you want, then go for it. If not, please select another date.

Can I pay after or when the session finishes?

All bookings must be paid for in advance.

Can I pay with cash?

- All tour/hire bookings are made online and are paid for with credit/debit cards.
- Please contact us to arrange alternative payment options.

Can I purchase a gift card?

You sure can! All tour and hire gift cards can be purchased online from our website using the same link you use to book a tour puresa.com.au/puresa-tours.

Can I purchase a physical copy of my gift card?

You sure can! Call us on [08 7226 9011](tel:0872269011) to organise a physical copy of your gift card. Delivery costs may apply.

I booked my tour through an online agent and their terms seem different?

Please contact the online agent that you booked through if you have any questions about the terms and conditions relating to your booking.

What else should I know about my booking?

- You will be emailed a waiver to sign two days prior to your booking. You will need to arrive 15 minutes before your booking. If you arrive late, you will miss your session.
- We are very strict regarding safe participation. If you are deemed to be acting in an unsafe manner or non-compliant you will be removed from the activity and lose your booking.

Confirmation of your booking

- Only processed bookings can be accepted. This means you book online and then receive the full details via email immediately following the payment of your booking. If you do not receive this, please check your junk mail. If you still have not received an email, please contact our office straight away.
- Once you receive your email, please review the details of your booking, taking note of the starting time and location map.
- Please check the terms and conditions included to ensure you have no surprises. We will contact you via email up to the day prior to your tour if any changes affect your booking.
- Please contact us if you will not be checking your email or have any concerns about these details.

WEATHER

What weather do you operate in?

We operate in most weather conditions, including rain. We have been doing this a long time and understand safe operating conditions. If we are concerned, we will stop, pause, delay or shorten the

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session for a break in weather.

If we assess the weather to be unsafe, pureSA may have to cancel or postpone/delay the session. We will attempt to do this prior to the day. On the actual day of service, weather conditions may still require our immediate intervention.

Extreme weather conditions where pureSA may have to cancel, or postpone/delay include:

- Fire Danger Ratings where it is extreme or catastrophic in the tour locations or if there are any fires near the tour locations that would make it unsafe
- Severe thunderstorms & lightning
- Extreme temperature (hot or cold)
- Severe wind
- Flooding

If we have to change the session, we will offer the next time slot or provide the opportunity for rescheduling.

CANCELLATION POLICY

What is your cancellation / change of date policy?

If you cancel some or all portions of your booking, cancellation fees will apply. A refund can only be issued to the original purchaser and same credit card used for the booking and will be made less the applicable cancellation notice fees stated below. A cancellation will only be effective once pureSA receive written email notification from you.

Cancellation Fees for all tours (except those stated in the variation below) are:

- More than 30 days to departure: \$20 administration fee.
- 72 hours – 30 days prior to departure: 25% fee of total booking price.
- 48-72 hours prior to departure: 50% fee of total booking price.
- 24-48 hours prior to departure: 75% fee of total booking price
- Less than 24 hours prior to departure: 100% fee of total booking price.

Variations: Swim with the Giant Cuttlefish, Swim with Safari, Adelaide Coastal Sanctuary Explorer and the Deep Creek and Coorong Explorer the following cancellation fees apply.

- More than 60 days prior to departure: 15% fee of total booking price.
- 30-60 days prior to departure: 25% fee of total booking price.
- 14-30 days prior to departure: 50% fee of total booking price.
- 5-14 days prior to departure: 75% fee of total booking price.
- Less than 5 days prior to departure: 100% fee of total booking price.

Private Tours: Cancellation terms of a private tour are advised at time of request and/or confirmation.

Addendum to Cancellation Terms regarding COVID-19

PureSA complies with all tour operation regulations of the South Australian Health Department and have implemented COVID-19 health, safety and cleaning protocols as applicable for each tour. In

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addition, for any reason Pure SA or a customer need to cancel a tour due to late notice COVID-19 implications all bookings will be rescheduled or provided with a FULL refund of the tour price. See our COVID-19 information page for further details.

What happens if I need to cancel on the day?

- If you fail to join a tour or are not at the designated pickup point at the correct time, PureSA reserve the right to deem you as a cancellation and no refund will be made. If you choose to leave the tour prior to its completion, no refund will be made.
- Management reserves the right to make exceptions if it chooses.
- If in the instance, Pure SA needs to reschedule due to safety (extreme weather conditions etc.) we will offer to reschedule your session to another available timeslot or, as a last resort if this is not possible, we can provide a refund.

What if I get there and am too scared to participate or need to stop part way through?

That's okay, it happens sometimes and good on you for coming along and giving it a go! However, if you are not able to start or complete the tour because of fear or you change your mind, please note tickets are non-refundable.

What happens if I arrive late?

- We have a very tight schedule. If you arrive late, you will likely miss out and lose your booking.
- We ask people to be there a minimum of 30 minutes before departure to prevent this.
- Please note that if that happens tickets are non-refundable.

What happens if you, Pure SA, cancels a tour or service

- Pure SA reserves the right to cancel a tour or service at any time prior to departure should operational considerations outside of its control dictate (i.e. mechanical breakdown, staff sickness).
- If this occurs, you can transfer to an alternate departure date or alternatively receive a full refund of your booking price.

What happens if I'm sick on the day?

Unfortunately, tickets are non-refundable on the day of your tour.*

*In compliance with the current COVID-19 pandemic, participants who are sick on the day of tour can contact our office to reschedule their experience.

SAFETY

Are you safe?

- We definitely are!
- We only use staff trained in the correct qualifications for the activity.
- We carry out daily inspections of the equipment being used.
- We conduct more intensive quarterly inspections and maintenance.

Can I participate if I have had a few alcoholic drinks?

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- The short answer is no.
- Whilst pureSA does operate tours that include the consumption of alcohol these are organised to ensure that no consumption occurs before undertaking other activities on tour. A large percentage of tours need to be undertaken without the influence of alcohol for a portion of the tour.
- We reserve the right to refuse access to the tour should you be deemed to be under the influence of drugs or alcohol, show aggressive, dangerous or threatening behaviour.
- It is your responsibility to participate safely and not be intoxicated.

What about Medical conditions?

- We would like participants to be free of any medical conditions, that could be worsened by physical activity. It is your responsibility not to book into a session if you have any of these conditions.
- We recommend that you consult a health professional if you have the following, before booking**:
 - Pregnancy
 - Heart Conditions
 - Recent Sprains or Muscular Injuries
 - Back Pain or Chronic Back Pain
 - Panic/Anxiety Attacks
 - High or Low Blood Pressure
 - Bone Disorders
 - Dislocations
 - Diabetes
 - Epilepsy, especially PSE.
 - Prosthetics- includes Cosmetic Implants
 - Neurological Disorders
 - Disabled or physical impairment
 - Fragile Skin

** Please note this does not necessarily exclude a person from doing our activities. However, Pure SA reserves the right to deny you access to the activities if you aggravate any of the above conditions and if we, acting reasonably, are not completely satisfied that it is safe for you to participate.

Do I have to follow the COVID check in rules?

- You certainly do.
- This includes complying with the normal rules of non-participation if you are sick, been in a COVID hotspot or have been overseas in the last 14 days, etc.

Do I need to be COVID-19 vaccinated to do the tours?

- You certainly do.
- From November 2021 we are requiring all participants to provide either a) a Australian-issued International COVID-19 Vaccination Certificate (ICVC) or b) if you are an international traveller your COVID-19 passport.

What about environmental impacts and sustainable practices?

- We firmly believe in leaving no trace when we're out and about in our beautiful state.
- To borrow a phrase – we take only photographs and leave only footprints.
- We take all our rubbish with us (and pick up rubbish if we find it) and we leave wildlife alone, we don't feed them or try to pat them.

What sort of qualifications do your guides and instructors have?

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- At Pure SA, our staff have a large number of skills and qualifications required to safely provide our activities to you. We believe it is extremely important for our staff to stay current with their qualifications whilst continuing to increase their knowledge and understanding.
- For information on the qualifications that our staff hold, several of the qualifications are listed below:
 - Paddle Australia
 - Bushwalking Leadership South Australia
 - Professional Association Climbing Instructors
 - Survive First Aid
 - Australian Sailing
 - PADI

ON THE DAY REQUIREMENTS

What do I need to bring?

- Clothes and footwear you don't mind getting wet (for tours that have an aquatic component).
- Dress for the weather
- Towel (for aquatic activity tours, and a change of clothes)
- Hat
- Sunscreen
- Sunglasses
- Strap for glasses
- Water bottle
- Camera or phone if you want to take photos, if your camera is not waterproof a dry bag is recommended

What should I wear?

- Closed toed shoes are a must.
- Most of our tours include walking and/or cycling. Shoes should be comfortable and easy to walk in for long periods.
- Think sun-smart clothing - long pants are a good idea and best suited to most activities.
- Hats are also important!

What happens if I lose my phone, tear my clothes, etc?

You are responsible for your personal items. Pure SA does not take responsibility for the accidental loss or damage of your personal items.

Can I take photos?

- You sure can!
- Pure SA is not liable for any damage that may be incurred should it fall off or be damaged while you are undertaking an activity.



- If you're doing aquatic based tours we recommend that you take a dry bag or take a camera with water-proof housing, just in case of water splashes or in case you drop it overboard accidentally.
- If you share them on social media, please tag us [@puresouthaustralia](#), we love seeing your pics!
- While we're talking about photos, sometimes pure SA will capture photos and videos during a tour to use for advertising or promotional purposes. Consent is gained when you sign the online waiver. If you take a photo, please check if other participants are ok with it.

Can I wear a GoPro?

- Absolutely, as long as it is securely attached and doesn't impact on your safety or the safety of your equipment.
- pure SA is not liable for any damage that may be incurred should it fall off or be damaged while you are undertaking an activity.

**Pure SA FAQs are accurate as of October 24th, 2021*