

Hi Imanol,

We apologise for the delay in getting back to you on this, but as stated in my last e-mail, we were waiting on the full report from the White Shark Diving Co, which is as follows:-

*Herewith the report on Saturday's trip:*

*Launching time : 07h00*

*Returning time : 09h15 (up anchor around 9am)*

*Guests on board : 21 (Sorry, they decided to take an extra person)*

*Volunteers on board : 1*

*Crew on board : 5*

*Divers : 17*

*Conditions :*

*Wind - Moderate SWS*

*The swell was quite big – 2.5m and some of the guests suffered from motion sickness*

*Water Temp: 13°C*

*Viz : 2m*

*Sharks : 6 (2 – 3.5m)*

*At 9am the conditions really turned bad: it started raining and the wind picked up.*

*No clients indicated that they were unhappy and according to Skipper, all guests had successful sightings from inside the cage.*

*There are 7 operators (7 boats) and all had 1 trip on Saturday, except WS Projects, who has stayed on land.*

Imanol, sorry if you think we “lied” to you, in over 20 years in this business you are the only client who has ever accused us of “lying”, so I take it from whence it comes.

As for the number of divers in the cage, I apologise. I stated in my e-mail that the cage accommodated 5-6 divers, but under the circumstances, which were not normal, they decided to put more in the cage so that everyone got a chance being in the cage. The cage can take up to 8, but they try to put no more than 6 in at a time. I'm sure you can appreciate that with 8 divers in the cage, in conditions you went out in, it's not ideal. Sorry.

For the record, there are 8 “licenced” operators, each with one boat.

Sharklady: boat accommodates 18 people.

White Shark Diving Co: boat accommodates 20 people but is licenced to carry 30.

White Shark Ventures: boat accommodates 25 people.

Supreme Sharks: boat accommodates 30 people.

Shark Diving Unlimited: boat accommodates 30 people.

Great White Shark Tours: boat accommodates 38 people.

Slashfin: boat accommodates 40 people.

White Shark Projects: Did not launch due to weather.

Under the circumstances, I think your dissatisfaction was due more to the weather conditions, than to White Shark Diving Co, who we placed you with, and therefore I do not feel that any sort of compensation or discount is warranted.

You would not have had any better an experience had you gone with another operator.