



Whale One
Whale Watching, Functions & Scenic Cruises
The Wharf, Parkyn Parade
PO Box 66 Mooloolaba QLD 4557

Call: 1300 WHALE1 (1300 942 531) Int: + 61 2 9571 4128 Fax: 02 9571 6725

Email: info@whaleone.com.au Web: www.whaleone.com.au

TERMS AND CONDITIONS (for all trips other than private charter)

1. The proprietors reserve the right without notice to substitute any vessel.
2. The proprietors reserve the right at any time to cancel any cruise.
3. Passengers must be ready at the point of departure stipulated within ten minutes of the departure time.
4. If, in the opinion of the skipper, the voyage cannot be continued for any reason, then the skipper may terminate the cruise at any time.
5. The proprietors are not common carriers and reserve the right to refuse to carry any passenger, baggage or goods without assigning any reason. Therefore passengers shall comply with the Navigation Act 1912 (as amended 1079) and all regulations, orders or instructions given by the skipper. The proprietors shall not be responsible for any damage or loss occasioned.
6. Passengers shall not carry any alcoholic liquor, matches (other than safety matches), explosives, volatile spirit or other goods of a dangerous, inflammable or offensive nature. In the event of a passenger being required not to embark or to disembark from the vessel under the provisions of this condition, the proprietors, nor the skipper shall be under any liability to such passenger of any kind whatsoever.
7. This ticket is available for use on the day of issue only. The proprietors reserve the right to grant a credit for the issue of a ticket on another cruise but no refund shall be given.
8. In the event that any specified cruise is cancelled, then the proprietors may, at their option either refund the fare or issue the passenger a ticket for another cruise.
9. The skipper and the proprietors shall not be responsible for any injury to person or damage to property arising out of any cruise.
10. Proprietor shall mean Whale One Pty Ltd, successors and assigns.

REFUND POLICY

11. If we – Whale One staff cancel the trip, a full refund will be offered.
12. Should you elect to cancel and the trip is still going, a 10% administration fee will be applied with more than 24 hours notice from departure.
13. A cancellation made **less than 24 hours** prior to departure incurs a 100% cancellation fee. **NO REFUND**
14. A “no show” on the day also attracts 100% cancellation fee.

BE PREPARED

15. **NO REFUND FOR SEASICKNESS:** Don't let seasickness spoil your day – visit your local Pharmacy or Natural Health Food Store.
16. **PARKING:** We recommend that you park your vehicle behind in the Underwater World car park at the Wharf.
17. **CLOTHING:** Warm clothes, appropriate footwear and bring a jacket. Bring your camera!
18. **DEPARTURE:** Please arrive at The Wharf, Parkyn Parade at least 15 minutes prior to your departure time.
19. **ON BOARD:** A small cafeteria has souvenir toys, confectionary, tea, coffee, soft drinks & alcohol available.
20. Whale One is not suitable for wheelchair access and does not have disabled toilets. For special needs passengers, please discuss with our staff prior to booking.

Thank you and enjoy your cruise.



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