

General Terms and Conditions for Sunreef Tours on the Whale One Vessel

TERMS AND CONDITIONS – WHALE ONE OPEN CHARTER BOOKINGS

(PRIVATE CHARTER TERMS AND CONDITIONS AVAILABLE ON REQUEST)

- Cruise times are subject to change. The proprietors will send out a message via email or text by the afternoon on the day before cruise departure to confirm this time.
- Due to AMSA safety restrictions, there is no wheelchair access available on any of our vessels.
- NO DRONES ARE PERMITTED ON BOARD.
- The proprietors reserve the right without notice to substitute any vessel.
- The proprietors reserve the right at any time to cancel any cruise.
- Passengers must be ready at the point of departure stipulated on your booking form.
- 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.
- 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.
- 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.
- 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.
- If 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.
- The skipper and the proprietors shall not be responsible for any injury to person or damage to property arising out of any cruise.
- Proprietor shall mean Hart Corporation t/as Whale One, successors and assigns.
- NO DRONES ARE PERMITTED ON BOARD.
- Your booking will automatically sign up for our email list. If you would like to unsubscribe, please email dive@sunreef.com.au
- Please note no children under 8 years old or women who are pregnant are permitted on board Wild One.

REFUND POLICY

- If we, the Whale One staff cancel the trip, a full refund will be provided.
- A cancellation made less than 72 hours prior to departure incurs a 100% cancellation fee. NO REFUND.
- A “no show” on the day also attracts 100% cancellation fee.

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IN PREPARATION FOR ALL CRUISES PLEASE NOTE THE FOLLOWING:

- NO REFUND FOR SEASICKNESS: Don't let seasickness spoil your cruise – visit your local pharmacy or natural health food store for motion sickness prevention tablets.
- MEDICATIONS: Please ensure you have your personal medications with you e.g. asthmatics, heart disease, anaphylactic etc).
- PREGNANT WOMEN: If you have recently visited HOSPITAL or have a pre-existing medical condition, we would ask that you consult your GP prior to cruising.
- CHILDREN: All children on your booking must be looked after at *all* times.
- PARKING: Parking gets very busy sometimes during busy seasons or when events are on in the area. Please give yourself at least 15-20 minutes for parking. We recommend that you park your vehicle in the Sea Life (Underwater World) car park at The Wharf Mooloolaba, 123 Parkyn Parade.
- CLOTHING: Warm clothes, appropriate footwear, and jumper.
- ON BOARD: A small kiosk has snacks, soft drinks and alcohol available. NO alcohol is to be taken on or carried off the vessel.

TERMS AND CONDITIONS – BUS TRANSFERS

- It is up to the customer to call and contact Sunreef to confirm pick up times.
- Minimum of 4 participants per pick-up and drop-off (North *or* South) for Zone 2 and Zone 3; minimum of 2 participants per pick-up and drop-off (North *or* South) for Zone 1.
- Please be aware the bus pick-ups and drop-offs will take place one time daily, and times are subject to change depending on bookings for the day.