

Sea All Dolphin Swims - Booking Terms & Conditions (Sea All Dolphin Swims - General Public)

Confirmation: All tours must be confirmed during office hours no less than 24hrs prior to departure. **If you have not heard from us, please contact us as it means we have not been able to contact you!**

Deposits: 100% deposit is required at the time of booking to reserve a place on this activity. If you have a gift voucher or have booked in via another agency or reseller - Red Balloon, GoDo, RACV, eXcapades, Adventures Today or Freeman X voucher etc - you will need to bring proof of this purchase on the day.

Check in Times: Because our tours are operated on a precise schedule and involve introductory preparation, arrival on time is essential. Check in times will be advised when you re-confirm 24-48 hours before departure. In fairness to our other guests, the vessel will not be held for you if you fail to report by your scheduled check in time, and you will forfeit your cruise fare (or in the event of a large group booking, your trip will be shortened). If for some reason you cannot make the allotted check-in time, please advise our office by telephone (5258 3889) to prevent cancellation of your booking.

If in doubt about how long it takes to get to Queenscliff, please leave early! Please visit www.dolphinswims.com.au for location details, or print out the "[Where to find us](#)" document. Please note that if you're booked in for an afternoon trip in January, you may need a little more time to find a car park – it can get very busy.

Cancellations: Cancellation of any booking less than 48hrs prior to departure will be charged full fare. Cancellations of group bookings less than 5 days prior to departure will be charged 50% of full fare. Refunds (minus 10% booking fee) or transfers to another tour will be issued only when a tour is cancelled due to the following:

- Sea All Dolphin Swims regards the weather conditions as unsafe.
- We do not reach the minimum number of guests necessary for the trip to go ahead (generally 10 passengers minimum)
- Unforeseen circumstances outside Sea All Dolphin Swims' control.

Refunds:

- If a refund is requested prior to 48 hours before departure, Sea All Dolphin Swims are happy to do so but a 10% processing fee will be withheld. If a tour is voluntarily cancelled by Sea All Dolphin Swims, this fee will also be imposed.
- Please note that Gift Vouchers are not redeemable for cash.
- Please note that if you have booked through another agency (i.e. GoDo, RACV, eXcapades, Red Balloon); we are unable to issue a refund as part of our agency agreement. In the event that you require a refund, you will have to contact that agency directly.

Weather: All tours are subject to weather conditions - unsafe wind / sea conditions may result in the cancellation of the tour. You will be notified as soon as that decision is made. Please note that rainy or overcast conditions are not unsafe, and in most circumstances are the ideal conditions for viewing wildlife. If you have any concerns about the weather, please call our office on +613 5258 3889 prior to leaving home for an onsite weather report (bear in mind our office hours are from 10-4pm).

Wildlife: Whilst we do our best to find the wild dolphins, there is no guarantee of sightings on every cruise – these dolphins are wild animals in their natural environment. In some cases when sighting dolphins, Sea All Dolphin Swims reserves the right to refuse the swim if it risks adversely impacting the dolphins (i.e. when very young calves are present or when dolphins are showing signs of stress). We will make every effort to provide the best possible wildlife experience on the day, however please be aware that there are no guarantees or refunds in the event of not finding any of the species advertised on our website or through our brochures. When working with these animals, we are bound by both Regulations and a Code of Conduct, and must operate within these parameters at all times. For more information, please refer to www.dse.vic.gov.au

Refreshments: Fresh water is available on board and Sea All Dolphin Swims provides light refreshments in the form of hot and cold drinks, fresh fruit and biscuits. Sunscreen is also provided.

Disabilities: If there are persons in your group with any disability or concerns please don't hesitate in contacting our office prior to the trip, and our friendly instructors will do all they can to make their cruise a wonderful experience. Prior warning is appreciated. Sea All has a small range of prescription masks available for those with poor eyesight.

o:\officedatabase\common documents\booking confirmation documents\terms & conditions (general public).doc 5/8/2013 **Children:** Whether on board the boat or in the water, a parent must remain with any child under 5 years of age at all times. Our staff are very experienced with children but are not babysitters! Prams and pushers are not recommended.
(Contact our office if necessary on 03 5258 3889).

Sea Sickness: If there is anyone in your group prone to sea sickness or car sickness we recommend that after checking with their pharmacist that they take some form of motion sickness remedy **before** departure. For safety and legal reasons Sea All Dolphin Swims staff will not administer any form of medication on the cruise.

Purchases: Sea All Dolphin Swims hires underwater [GoPro cameras](#). We also sell SD cards. To find out more about these services or to book a GoPro camera in advance – please call the office on 03 5258 3889. We strongly recommend booking the GoPro's as we only have a limited number available and they are very popular.

What to Bring:

- Change rooms and hot showers are provided, but we recommend that you wear your bathers / swimmers / trunks to the harbour to save as much time as possible. We also suggest, as a minimum, you bring a thick beach towel(s), wind jacket (if windy), sunglasses, sun hat (if sunny) and your cameras.
- Dry storage space on the boat is limited so a compact carry bag is recommended.
- **Asthma inhalers and any personal medications should also be brought with you.**
- If you have your own mask and snorkel and are comfortable using this, then you are more than welcome to bring it along.
- Upon booking you will receive by email a copy of our Passenger Safety Form – this must be filled out with your details and handed to staff at the beginning of the trip.
- We are a recycle drop-off point for the following items: batteries, old mobile phones, printer cartridges and corks. If you have any of these lying around, we would be more than happy to help you recycle them!

Please don't bring:

- Weightbelts: As a part of our dedication to maintaining a safe activity, we do not permit the use of weightbelts with our service.
- Surfing wetsuits: we prefer our guests to wear our 5mm wetsuits.
- Unsafe footwear. High heels are not allowed to be worn aboard the boat.
- Long fingernails: Please be aware that long fingernails are not suitable to a marine / boating environment, and are prone to breakage.
- Lots of luggage as we do not have room on the boat to stow it.

Right to Change: Sea All Dolphin Swims reserves the right to make changes, modifications, additions, deletions and corrections to our website and brochure information at any time without notice.

Please call the office anytime between 10am and 4pm with any further questions or requests on +613 5258 3889

Thankyou - we look forward to meeting you!

The team at Sea All Dolphin Swims



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