

Sea All Dolphin Swims - Booking Terms & Conditions (Sea All Dolphin Swims - Schools & Large Groups)

Confirmation: For rostering purposes, all school tours must be confirmed during office hours no later than 5 days prior to departure. **The school will be invoiced on the number of students confirmed at this time (unless a larger amount of students are brought on the day). If you have not heard from us, please contact us as it means we have not been able to contact you!**

Teachers & Ratios: In line with DEECD excursion guidelines, we allow 2 teachers free for up to 20 students, and 3 teachers free for between 21 and 30 students. At least one teacher is expected to be with the students at all times - this includes in and out of the water. If at least one student remains on the boat whilst others are in the water, you will need at least two teachers. It is expected that all accompanying teachers will be reasonably competent swimmers – teachers are invited on board Free of Charge under the assumption that they are there to help supervise students.

Tour Itinerary: Sea All Dolphin Swim tours can be customised to suit the subjects being studied and to suit the age or abilities of students. To assist our marine educators to prepare for the tour, please peruse our [education page](#) for a range of our popular study programs linked to current curriculum subjects. Please advise our marine educators of:

- The year level of your students
- The subject and focus points of the tour
- Material already presented to students
- Any other subject-related excursions the students have been on or are about to go on.

We also offer a range of other activities that you might be interested in: Surfing, Shore Snorkels, tours of South Channel Fort, Biking riding tours, Re-vegetation activities etc. Please contact us if you would like us to arrange something else for your students. A discount is generally offered when a group books more than one activity.

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 [where to find us](#) for location details, or print out the attached 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.

Behaviour & Discipline: We welcome a lively group, but teachers and group leaders are expected to maintain active control over their students at all times. At any point where behaviour becomes unacceptable and/or risks the safety of anyone aboard the boat or the surrounding environment, the tour will be promptly cancelled or reduced in its scope.

Cancellations: Cancellation of individual members of group booking less than 24hrs prior to departure will be charged 100% of full fare. Cancellations of group bookings less than 5 days prior to departure will be charged 100% of full fare. School bookings being cancelled as a result of union action will be charged 100% of full fare. Full refunds or transfers to another tour will only be issued 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.

Weather: All cruises, tours and departures are subject to weather conditions - unsafe wind conditions may result in the cancellation of the cruise. 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 to view the dolphins anyway. If you have any concerns about the weather, please call our office on +613 5258 3889 prior to leaving school for an onsite weather report (bear in mind our office hours are from 9-4pm).

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.

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 sells disposable underwater cameras, as well as a variety of souvenirs including towels, clothes, hats, toys, jewelry, books and postcards.

What to Bring:

- Change rooms 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, sunglasses, sun hat and your cameras.
- Dry storage space on the boat is limited so a compact carry bag is recommended.
- Asthma inhalers and 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.
- **Also attached is 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:

- Weight belts: As a part of our dedication to maintaining a safe activity, we do not permit the use of weight belts 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

Thank you - we look forward to meeting you!

The team at Sea All Dolphin Swims

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