



WHITSUNDAY SAILING

TERMS & CONDITIONS

PROVIDENCE V DAY & SUNSET SAILS

Our minimum numbers are eight people in order to sail. You will be offered an opportunity to transfer to another day or can ask for a full refund.

All bookings can only be confirmed with full payment for the sail.

We permit cancellations 72 hours before travel, otherwise there is no refund. If we cancel for any other reason ie due to weather, we will offer you the opportunity to sail on another date or give you a full refund.

We permit cancellations and full refund for documented COVID reasons (ie border closures/lockdowns/covid diagnosis). There will be a 1% admin fee applied to all cancellations. Alternatively, we can offer you the option of a gift card for the full amount paid for your travel at a later date which will not incur a price rise or the admin fee. Prior to boarding should you be suffering from COVID symptoms (or are in close contact with someone who is) please inform us immediately.

We reserve the right to change the route or destination if necessary e.g. weather conditions.

If you lose or damage snorkelling gear or stinger suits you will be charged for the replacement of lost goods via EFTPOS on the boat.

It's a barefoot experience. We collect your shoes upon boarding and return them for the Hill Inlet walk on the day sail or on disembarking on the sunset sail.

We have a WAIVER that must be signed by all guests (including children via parent/guardian). This will be sent to you at the time your booking is confirmed.

The Master's directions are to be obeyed at all times.

Whilst we make every effort to safeguard our guests, we cannot be responsible for any damage, personal injury or loss due to the actions of passengers that are beyond our control.

You must inform us of any medical conditions which will be documented in our records. It is your responsibility to make us aware of any conditions that might adversely affect your ability to swim, snorkel or otherwise enjoy the activities provided. For example, we use a Shark Shield on our tender on our day sails and if you are pregnant or have a pace maker, you must let the crew know before you undertake any snorkelling activities. We are able to switch this device off. Please note, this only applies to our day sail. Not our sunset sail.

Each guest (or parent/guardian of children or others) must sign indemnity waivers upon boarding provided on our ipad.

All departures and itineraries are subject to weather and maybe changed or cancelled at the discretion of the Master.

Stinger suits are provided during stinger season (November to May) and you are strongly advised to wear these suits which are provided free of charge. If you fail to take this advice, you do so at your own risk.

Please note, we do not provide wetsuits but these are available for hire the day before the sail before 4pm at Aqua Dive.

We are fully licensed. No BYOG thanks. We do have a 'card only' bar.

Private Charters

ITINERARY

Itinerary can change due to weather/tides.

The Master must be obeyed at all times.

50% deposits are required for all private charters.

PAYMENT

If you have chosen to pay a 50% deposit, the final amount must be paid within a month of the sailing date.

Cancellations 30 days before departure will result in 100% of the payment.

Cancellation 60 days before departure will result in 50% of the payment.

Travel insurance is strongly advised to protect against unexpected circumstances which might result in cancellation of the booking.

We permit cancellations for COVID reasons within a month of the travel date (ie border closures/lockdowns). There will be a 1% admin fee applied to all cancellations. Alternatively, we can offer you the option of a gift card for the full amount paid for your travel at a later date.

You will receive a refund if we cancel for any reason or the option to move to another sailing date.

LUGGAGE AND WHAT TO BRING

We will only allow duffle bags - approx 15 kgs of luggage on board. No large hard-shelled suitcases please. There are baggage storage places available on the main street of Airlie Beach.

Please bring water bottles and you can help yourself to chilled water on deck. Please note, we do not sell bottles of water because of the pollution they cause to the environment.

Please bring extra warm clothes especially in water from June to September when it can get cool on the water.

ALCOHOL

No BYOG please. We are fully licensed.

MILADY

Private Charters

Private charter bookings will be confirmed on payment of non-refundable 50% deposit.

Private charter balance payments to be made on the date of the charter unless requested otherwise by the guest.

Cancellations 30 days before departure will result in 100% of the payment. Cancellation 60 days before departure will result in 50% of the payment

Travel insurance is strongly advised to protect against unexpected circumstances which might result in cancellation of the booking.

We permit cancellations for COVID reasons within a month of the travel date (ie border closures/lockdowns). There will be a 1% admin fee applied to all cancellations. Alternatively, we can offer you the option of a gift card for the full amount paid for your travel at a later date.

Other Conditions

All guests are required to be double vaccinated and proof shown upon boarding. We also have a WAIVER that must be signed by all guests (including children via parent/guardian) which states you are double vaccinated. This will be sent to you at the time your booking is confirmed. Should you not be able to show proof, you will not be able to board our vessel and there will be no refund as it is clear on our T&C for bookings made from 10 December this is now a requirement to sail.

All prices are per person in AUD and include GST, National Park and Great Barrier Reef Marine Park entry fees and administration fees.

Whilst we make every effort to safeguard our guests, we cannot be responsible for any damage, personal injury or loss due to the actions of passengers that are beyond our control. All departures and itineraries are subject to weather and maybe changed or cancelled at the discretion of the Master. The Master's instructions must be obeyed at all times.

Stinger suits are provided during stinger season (November to May) and you are strongly advised to wear these suits which are provided free of charge. If you fail to take this advice, you do so at your own risk.

You must inform us of any medical conditions which will be documented in our records. It is your responsibility to make us aware of any conditions that might adversely affect your ability to swim, snorkel or otherwise enjoy the activities provided. Each guest (or parent/guardian of children or others) must sign indemnity waivers upon boarding sent via email at the time of booking.

Cabin Charters (Please note we have all 3 cabins need to be booked before the sail is confirmed)

Cabin charter bookings will be confirmed on payment of non refundable 50% deposit.

Cabin charters are to be paid in full on the date of the sail unless requested otherwise by the guest.

Cancellation 60 days before departure will result in 50% of the full amount of the cabin being forfeited.

Cancellation within 30 days before departure results in forfeit of full cabin charter price.

Please note we will endeavour to let you know a week before travel whether the sail is confirmed (ie all 3 cabins are booked). When booking a cabin charter, it is STRONGLY recommended you choose a date where there is already at least one cabin booked. There is also the option to charter MiLady privately if you have to book a specific date.

We permit cancellations for COVID reasons within a month of the travel date (ie border closures/lockdowns/covid positive test). There will be a 1% admin fee applied to all cancellations. Alternatively, we can offer you the option of a gift card for the full amount paid for your travel at a later date at the same price as your initial booking with no admin fee.

Other Conditions

All guests are required to be double vaccinated and proof shown upon boarding. We also have a WAIVER that must be signed by all guests (including children via parent/guardian) which states you are double vaccinated. This will be sent to you at

the time your booking is confirmed. Should you not be able to show proof, there will be no refund as it is clear on our T&C for bookings made from 10 December, 2021 this is now a requirement to sail. Prices are based on twin-share accommodation unless otherwise specified.

All prices are per person in AUD and include GST, National Park and Great Barrier Reef Marine Park entry fees and administration fees.

Whilst we make every effort to safeguard our guests, we cannot be responsible for any damage, personal injury or loss due to the actions of passengers that are beyond our control. All departures and itineraries are subject to weather and maybe changed or cancelled at the discretion of the Master. The Master's instructions must be obeyed at all times.

Stinger suits are provided during stinger season (November to May) and you are strongly advised to wear these suits which are provided free of charge. If you fail to take this advice, you do so at your own risk.

You must inform us of any medical conditions which will be documented in our records. It is your responsibility to make us aware of any conditions that might adversely affect your ability to swim, snorkel or otherwise enjoy the activities provided. Each guest (or parent/guardian of children or others) must sign indemnity waivers sent via email at the time of booking.