

# Whale Tales ~

## Whale Watching experiences

### Terms & Conditions



- Passengers must arrive at least 15 minutes prior to departure
- In the case of extreme swell/rain/winds tours may be cancelled and Sea Monkey Sailing staff will contact you on the phone number you provided when booking.
- Whale Tales operates in an outdoor marine environment. Conditions vary and passengers may get wet.
- Passengers with back, neck, shoulder or heart conditions, or those who are pregnant or who have injuries/conditions that may cause a risk to their health should consult with their doctor prior to travelling with us and do so at their own risk.
- Sea Monkey Sailing takes no responsibility for loss/damage of valuables.
- If whales are not spotted on a whale watching tour, you will be offered a standby ticket for another Whale Watching tour during the same whale watching season. Standby tickets are NOT REFUNDABLE or transferable and are subject to availability.
- Our Whale Watching vessel Whale Tales is a very safe and stable vessel. All care is taken to ensure you have a safe and enjoyable experience with us. Passengers board and ride on our vessels at their own risk and in no circumstance other than the gross negligence of the skipper as proven by a court of law, will Sea Monkey Sailing Pty Ltd, its officers, or agents be held responsible for any accident, injury, loss or damage to person or property whilst embarking, traveling or disembarking from our vessels

### Booking Conditions

- All tickets (including gift certificates) are non-refundable within 48 hours of departure.
- Full payment must be made at time of booking.
- Cancellation must be received at least 48 hours prior to departure or full payment will be due and no refund will be given.
- Full refund or rescheduling is permitted on bookings/ cancellation made outside of 48 hours from departure time.
- Any cancellations made within 48 hours (or 'no shows') will incur a 100% cancellation fee, inclusive of Gift Certificate bookings; passengers will forfeit tickets.
- If Sea Monkey Sailing must cancel a tour due to inclement weather, or for any other reason, the tour will be rescheduled. If the tour cannot be rescheduled a gift certificate will be issued to the value of the original booking. Refunds will be considered on a case by case basis.

