

ISail Whitsundays Terms & Conditions

TRAVEL ADVICE: ISail Whitsundays operates within Federal and State Government Legislation. Should government laws change on short notice affecting tours, ISail Whitsundays will need to cancel tours on short notice. ISail Whitsundays will not grant refunds due to guests being unable to make the boat departure due to cancelled flights or other travel restrictions.. Guests book at own risk, should there be travel restrictions in place for Central Queensland, Australia, guests' place of origin or any area required to travel through. ISail Whitsundays highly recommends travel insurance, see more details below.

TICKET INFO & CHECK-IN: "Open dated" tickets please give 14+ days notice to book. All bookings due to availability. Please re-confirm your arrival 72-48 hours with Check-In Office "ABC Travel", Ph: 07 4946 5755, E: info@abctravel.net.au, Address: 344 Shute Harbour Rd, main street Airlie Beach opposite Hogs Breath Cafe 2+ hours prior to. Please call should you run late. Departure from Northern Coral Sea Marina, Shingly Drive, Airlie Beach QLD 4802. Tour departure is 4pm sharp (Apr 2020). A surcharge of 2.5% applies for credit card purchases in the office.

CANCELLATION POLICY FOR REGULAR TOURS:

We RECOMMEND ALL GUESTS take Travel Insurance to cover for Cancellations and to inform themselves of travel agents cancellation terms. ISail Whitsundays makes no claim if tours are cancelled by ISail Whitsundays itself. Guests need to be aware that most travel agents charge a fee for any cancellation to cover some or all of their expenses and services.

Cancellation Policy: 14 to 30 Days before departure, loss of 50% of ticket price. 14 days to departure will result in forfeit of full trip fees. A non-refundable deposit or booking fee may apply when booking with a third party travel agent. ISail Whitsundays cannot guarantee refund of the travel agent deposit component.

TRAVEL INSURANCE: ISail Whitsundays strongly recommends that guests have travel insurance to cover valuable items, eg. Cameras, Luggage; to protect against unforeseen flight or coach cancellations, road closures or late arrival into Airlie Beach for any reason which subsequently leads to missing the scheduled departure time; to cover medical conditions that may occur during carriage, and the associated extra costs of accessing medical care around the islands, including emergency air evacuation, to cover against an emergency where you need to return home urgently.

LIABILITY: Boat travel, sailing, snorkelling, bush walking and water sports involves hazards. Inherent risks include, but are not limited to: drowning, slipping, falling while on board, injuries occurring while getting on or off a boat, and other perils of the sea; all of which can result in serious injury or death. Whilst ISail Whitsundays and staff make every effort to safe guard guests we cannot be responsible for any damage, personnel injury or loss due to the actions of passengers. Passengers entering the water do so at their own risk and the owners or crew of the vessel will not be liable for any personnel injury, medical evacuation, illness, death or any other consequence whatsoever of passengers. Guests should be aware that dangerous jellyfish live in the Whitsunday waters. Life jackets and protective snorkel suits are provided free of charge for the duration of the tour. Guests will be required to complete a pre departure questionnaire, and sign a travel agreement during the check-in process releasing ISail Whitsundays from any liability. ISail Whitsundays has the applicable Shipowners insurance to cover public liability. A Copy of the certificate will be forwarded if required.

ITINERARIES AND WEATHER: The Operator reserves the right to alter the tour or the itinerary of any of it's tours if necessary. We reserve the right to substitute vessels. The Operator will always consider the safety of guests and staff first. We do not cancel tours due to clouds or strong winds. The Whitsundays is deemed partially smooth waters and tours will only be cancelled if the Regional Harbour Master closes the area due to gale warnings (storms).

INCLUSIONS: Accommodation as on ticket booked. Please note boat accommodation standards are different from land accommodation standards. All meals, linen, bath towels, snorkel mask, snorkel, snorkel suit, all fees & levies, supervised use of watersports equipment aboard. Please note, the main part of our product is the boat tour (vessel, qualified crew, National Park visit, onboard accommodation and catering). The crew can restrict snorkelling and other watersports activities to individuals or entire groups due to weather conditions, medical conditions, personal ability or conduct or the condition of the equipment.

MINIMUM GUEST NUMBERS: Were we do not meet the minimum number of guests to operate a service, it may therefore be necessary to cancel a scheduled departure and to offer an alternative tour of similar or higher standard, or alternatively full refund for that tour.

GUEST BEHAVIOUR: It is a condition of travel that guests follow crew directions and treat others aboard with courtesy and respect at all times. The skipper has the right to refuse or offload guests who reduce the enjoyment of the tour for others, or pose a risk to their own or others safety. All associated costs of removal will be borne by the guest and no refund of ticket monies will be provided.

ENGLISH LANGUAGE COMPREHENSION: Guests will spend time sailing, snorkelling and swimming and it is critical for their safety that they follow the instructions from the crew. If customers cannot understand English, it is important that a companion travelling can speak english and translate for the non english speaking guest.

CHILDREN AND AGE RANGE CONDITIONS - ISAIL WHITSUNDAYS: Ages 18 - 60ish; children 10 years and over can travel with an adult at full adult fares in private accommodation. All travellers above 10 years of age are welcome as long as they are in a physical fit state (can easily climb a ladder up and down, swim 50m, etc.). Summer days may be very hot & humid.

DISABILITIES, PREGNANCY AND SERIOUS MEDICAL CONDITIONS: See above Children & Age Range Conditions. Please consult with ISail Whitsundays prior to booking. ISail Whitsundays cancellation policy applies. Guests book at own risk, ISail Whitsundays reserves the right to refuse guests unfit for boat travel, no refund given.

PRIVATE CHARTERS CANCELATIONS AND BOOKING TERMS:

Bookings will be confirmed upon payment of a non-refundable deposit of 20%. Balance payments to be made in full 30 days before charter commencement. Once balance payment has been made, and within 30 days of departure date, will result in forfeit of Full Charter Price. We highly recommend all charterers have travel insurance to protect against unexpected cancellations. Please consult with ISail Whitsundays in regards to inclusions, itinerary and cabin/bedding configuration prior to paying deposit. With Private Charters the **age limit is 6 years**.