

1. Passengers must check-in and are ready to board the vessel at least 15 minutes prior to the departure time. Boundless Marine Pty Ltd reserve the right to reassign vessels if customers do not arrive by this time.
2. Any person who may be pregnant, suffer from back, neck or heart conditions, or have conditions that may cause a risk to their health, must notify Boundless Marine Pty Ltd or the Master of their vessel before departure.
3. Prior to departure for snorkelling or other activities, all Adult passengers may be required to sign an Assumption of Risk Form. Minors require a parent or guardian to sign this form prior to departure. This Assumption of Risk Form is part of our terms and conditions of passage.
4. Passengers agree to disclose any pre-existing medical condition or any other condition that may cause the passenger to suffer injury or aggravate a pre-existing medical condition during the transfer or charter.
5. Boundless Marine Pty Ltd reserve the right to alter the price, departure time, departure point when required.
6. In the event that Boundless Marine Pty Ltd needs to cancel a transfer or charter due to inclement weather or for any other reason, rescheduling options (subject to availability) will be made available and in the event, no options are available a refund will be issued.
7. Boundless Marine Pty Ltd are not liable for any loss due to delays caused by unforeseen circumstances, including but not limited to inclement weather, marine incidents or breakdowns.
8. Boundless Marine Pty Ltd recommends passengers take out travel insurance.
9. Passengers must adhere to the directions given by the Master at all times.
10. Passengers agree to indemnify us against any and all claims arising from their participation in the transfer or charter, including any and all claims for injury, damage or loss.
11. Boundless Marine Pty Ltd reserve the right to refuse transfers or charters to passengers for whatever reason.
12. Passengers may be filmed/photographed during their transfer or charter. Boundless Marine Pty Ltd reserve the right to use or reproduce any film/photos for any purpose without notification, compensation or payment. If passengers do not agree with this, they must notify Boundless Marine Pty Ltd.
13. All bookings must be paid in full prior to the booking date.
14. Boundless Marine Pty Ltd reserve the right to refuse service to those who are believed to be affected by alcohol or drugs and no refund will be provided.
15. **Refund Policy:** No refunds within 24 hours of departure unless the Operator cancels the activity due to waterway, or weather conditions, insufficient reservations or any other unforeseen event or circumstances. Otherwise, refunds are granted solely at the discretion of the Agent according to the Operator's cancellation policy. Where there is a 'no show' without prior notification or cancellation in the required time are not eligible for a refund. Refunds may only be obtained from the Booking Agent. Note no transaction fee is refundable. Refunds are available for cancellations outside 24hrs for bookings made directly with Boundless Marine Pty Ltd
16. Mars Charters is the trading name of the ownership company [Boundless Marine Group Pty. Ltd.](#) ABN 32 612 391 947