TERMS & CONDITIONS

SAILING

Please note we operate sailing vessels. We endeavour to use our sails and our crew love to go sailing but this will always depend upon winds and weather conditions and is decided by the Master.

Sailing to Whitehaven Beach is part of the experience. Sailing boats are not as quick as some of the speedier vessels not relying on sails. We emphasise the relaxing part of the journey. Also, as we have sailing vessels, please also note you may get wet from waves, depending on the conditions. We are inside the Great Barrier Reef which means we are more sheltered than in the open ocean but if you have not experienced a sailing vessel, it is quite different for e.g. from a ferry. If you have any questions at all about this, please contact us.

PROVIDENCE V DAY & SUNSET SAILS

Our minimum number for day sails is 15 people to sail.

Children aged 4 and over are permitted on our sunset sails at adult prices.

We allow cancellations 72 hours before travel, with a refund. If we cancel for any other reason i.e. due to weather, or engine issues, we will offer you the opportunity to sail on another date or you can discuss a refund with your travel agent. If you have booked directly with us, and cannot move your dates, and we have cancelled, we can issue a full refund.

It's a barefoot experience on our day sail. 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.

The Master's directions MUST be obeyed. The Master reserves the right to change the route or destination, if necessary, e.g. weather conditions.

We accept infants under 1 year old FOC. However, this is subject to the Master determining weather conditions on the day of the charter.

You will be notified before the sail departs if the Master deems the weather is unsuitable for infants. This can be a last-minute decision as we are wait for the most up to date weather forecast. Please note this decision is final. You may have to make other arrangements. We will refund one adult in this situation ie not all of the guests on the booking.

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.

We have a mandatory 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. If you are not the only person travelling, please send this digital link around to your guests.

It is your duty to inform us of any medical condition as well as noting them on the waiver. It is also your responsibility to make us aware of any conditions that might adversely affect your ability to swim, snorkel or otherwise enjoy the activities provided.

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.

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

Please note we do NOT provide wetsuits in winter. These can be hired from Aqua Dive Open 8am-4pm PH. 4946 4074-located at the Coral Sea Marina North (the same Marina we depart from) All wetsuits must be picked up the day before your sail as the shop is not open at time we depart.

DIETARIES

Providence Day Sail – the only exceptions we make for dietaries is pescatarian or vegetarian. Cut off time for catering will be at 5pm the day before the tour or you have the option of BYO lunch which must be packed in a standard size lunch box to be kept in an esky on board.

LICENSED BAR

Please note we do not allow BYOG. We have a fully licensed bar onboard. We prefer card only.

PRIVATE CHARTERS

MILADY

GENERAL

ITINERARY

Itinerary can change due to weather/tides.

The Master must be always obeyed.

PAYMENT

Private charter bookings will only be confirmed on payment of non-refundable 50% deposit. If you have chosen to pay a 50% deposit for a private charter, the final amount must be paid within a month of the sailing date.

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

Cancellation 31 days -60 days before departure will result in forfeiting 50% of the payment. Full refund for 61 days or more.

Prices are based on twin-share accommodation unless otherwise specified.

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

ALCOHOL

No BYOG please. We are fully licensed on both vessels. We have a card only bar.

We do have a tantalising array of extras to add to your meals onboard as well as several deluxe drink packages. Our online shop offers private charter guests the option of choosing alcohol pre purchased which

can be cheaper than buying from the bar or choose from an array of upgrades including seafood, charcuterie boards and

cakes. https://www.whitsundaysailing.com.au/shop

*Please note- red wine is not permitted as it stains the deck

UNEXPECTED CANCELLATION BY US

If we cancel your sail, due for eg to weather conditions, we can offer you the option of a gift card for the full amount paid for your travel later at the same price as your initial booking with no admin fee. Or you are entitled to a refund.

REEF TAX

Environmental Management Charges (EMC) is a government reef tax used for funding to conserve the Great Barrier Reef which has been exposed to five major bleaching events in the past 8 years. We are required by law to collect this tax on behalf of the Great Barrier Reef Marine Park Authority (GBRMPA) to be upon boarding both vessels. Price is $10pp per day for adults and children. For overnight sails this is capped at 3 days. Milady guests can pay this tax onboard.

DIETARY REQUIREMENTS PRIVATE CHARTERS

Dietary costs on private charters (includes all special dietary requests aside from vegetarian/pescatarian):

- Day Sail - $10pp
- Overnight - $70pp
- 2 Nights - $110pp
- 3 Nights - $135pp
- 4 Nights - $135pp
- 5 Nights or more - $135pp

Allergies- Please be aware that we cannot guarantee the absence of nut traces in some of the catering items. To ensure your safety, if concerned, we recommend that you bring your own food e.g. if you have nuts or any other food e.g. allergies.

Other Conditions

WAIVERS

All guests must sign a WAIVER (including children via parent/guardian). This will be sent via email at the time your booking is confirmed. You must inform us of any medical conditions even if you have already listed on our waivers. 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.

DAMAGES/PERSONAL INJURY

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. Lost snorkels or stinger suits must be paid for.

ITINERARY CHANGES

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 always obeyed.

STINGER SUITS

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.

WET SUITS

Please note we do NOT provide wetsuits in winter. These can be hired from Aqua Dive Open 8am-4pm PH. 4946 4074-located at the Coral Sea Marina North (the same Marina we depart from) All wetsuits must be picked up the day before your sail as the shop is not open at time

we depart.

REFUNDS

Please see above.

PUBLIC HOLIDAY SURCHARGES

Applies to all tours MiLady & Providence V.

15% surcharge will be applied to all charters operating on these public holidays in

Queensland -

- Good Friday (15%)
- Easter Monday (15%)
- Anzac Day (15%)
- Christmas Day (40% surcharge)
- Boxing Day (26th December) (15%)
- New Years Day (1st January) (15%)