

Explore Whitsundays highly recommends that guests read the following policy carefully before booking.

NEW — SEASONAL CANCELLATION POLICY

Applicable: 1 April 2026 – 1 October 2026 · Subject to change without notice

- **More than 30 days prior to departure:** Free cancellation.
- **Between 14 and 30 days before departure:** You will forfeit 50% of the ticket price.
- **Within 14 days of departure:** You will forfeit the full trip fee.

Ticket Resale on Cancellation

If you need to cancel your booking, Explore Whitsundays will attempt to resell your ticket under the following conditions:

- Resale will only be attempted after all other available tickets for that trip have been sold.
- If your ticket remains unsold, the applicable cancellation terms and conditions apply in full.
- Explore Whitsundays cannot guarantee resale.
- Travel agents operate under their own terms and may elect not to refund their commission (**TAC**). Explore Whitsundays or individual boat operators will not be responsible for these individual agent decisions and will not pay this on their behalf.

Cancellation Policy for Individual Travellers

We **RECOMMEND ALL GUESTS** have Travel Insurance which covers cancellation for a variety of reasons.

Day Tour Cancellations

DAY TOURS — If you or your guests don't show or cancel within:

- **24 hours:** You forfeit 100% of the full ticket rate.
- **More than 24 hours prior:** Cancellations will be refunded in full.

Extended / Overnight Tour Cancellations

If you or your guests cancel:

- **Before 30 days of departure:** Cancel without penalty. TAC paid at the agent's discretion.
- **Between 14 and 30 days before departure:** Forfeit 50% of the ticket price.
- **Within 14 days of departure:** Forfeit the full trip fee.

Private Charter Tour Terms and Cancellations

- **Booking Confirmation:** Confirmed upon payment of the deposit.
- **Balance Payments:** Due in full 30 days before charter commencement.
- **Cancellations 60 days before departure:** Loss of 50% of the deposit.
- **Cancellations 30 to 60 days before departure:** Loss of full deposit.
- **Cancellations within 30 days of departure:** Forfeit of Full Charter Price.

Winter 2026 Unique Charters — Special Terms & Conditions

- **Booking Confirmation:** A 14-day reservation period is allowed to finalise arrangements.
- **Deposit:** A non-refundable deposit of 15% of the total cruise cost is required.
- **Payment Plan:** Five equal instalments, dates to be agreed upon.
- **Full Payment:** Due 90 days before the cruise departure date.

Travel Insurance

The Operator strongly recommends guests have insurance to cover:

- Valuable items (cameras, luggage).
- Unforeseen cancellations, road closures, or late arrivals into Airlie Beach which subsequently lead to missing the scheduled departure.
- Medical conditions and the associated costs of accessing medical care around the islands, including emergency air evacuation.
- Emergency returns to port (e.g., a family member becomes very ill).
- Full ticket refunds, including agent commissions.

Please ensure that guests understand the details of the cover included in their Travel Insurance policy.

Liability

- Sailing, snorkelling and aquatic activities can be dangerous.
- The Operator is not accountable for guest actions beyond the Crew's control.
- Guests should be aware of marine stingers and other marine life in the tropical waters of the Whitsunday Islands.
- A pre-departure questionnaire and travel agreement must be signed during check-in.
- Operators hold Shipowners insurance for public liability for guests and staff. A copy of the certificate will be forwarded if required.

Please note that Explore Whitsundays' role is as a Manifesting Agent and is not responsible for the activities onboard the vessels that it represents.

Itineraries and Weather

The Operator reserves the right to alter the tour or itinerary and organise alternative carriers if necessary, always considering the safety of guests and staff.

- Tours still operate in rain — guests can still swim and bushwalk.
- Motors may be used if winds are light; sailing is not guaranteed.
- Cancellations occur only if the Regional Harbour Master closes the port or the Operator deems it unsafe.
- If cancellations are necessary, the amount paid for the ticket to the Operator will be refunded. Additional costs above the ticket amount are not covered.
- We do not guarantee a refund of the travel agent commission component.

Guest Information

Behaviour

The Operator has the right to refuse to board guests who arrive intoxicated or under the influence of illegal substances. Harassment or anti-social behaviour will not be tolerated. Guests who jeopardise safety may be removed from the tour at their own cost with no refund.

English Language

At least one member of your party must have a good understanding of English — this is critical for water sports, swimming and snorkelling safety instructions. Snorkelling summaries are available in other languages.

Dietary Surcharges

Overnight guests with alternative dietary requirements (vegan, GF, pescatarian, etc.) will incur a surcharge payable on check-in. Halal and Kosher requirements cannot be accommodated due to the lack of local suppliers. Please contact our Reservations Team to confirm the surcharge for your vessel.

Luggage

Guests are asked to limit luggage as storage on yachts is minimal. Soft-sided bags only — **NO hard-case trolley bags**. There is no luggage storage at the Marina; options are available on the Main Street of Airlie Beach.

Checking In for Your Tour

- **Overnight Tours:** Online waiver must be completed no later than 72 hours before travel. A confirmation email will be sent to the confirmed traveller.
- **Day Tours:** Online waiver must be completed by 6:00 pm the day before travel. A confirmation email will be sent to the confirmed traveller.

Delayed guests, please phone our office on **07 4967 7555**.

Open Dated Vouchers

Approved agents may sell open dated vouchers valid for 12 months from the issue date. Vouchers must be rebooked with an Explore Whitsundays booking number — vouchers without a booking number are invalid.

To book, email **res@explorewhitsundays.com** or phone **07 4967 7555** with your travel date request and booking reference number. Requests are subject to availability and not guaranteed for a preferred date.

Minimum Guest Numbers

All vessels require a minimum number of guests to operate. The Operator reserves the right to cancel a scheduled trip if the minimum is not met. Where possible, an alternative tour of a similar or higher standard will be offered.

Meeting Expectations

If your tour expectations weren't met, please email **res@explorewhitsundays.com** within five (5) business days of your return to Airlie Beach. We will contact the tour operator and assist in resolving the issue. Any compensation will be paid through your Travel Agent — please allow up to 7 days for transfer of funds.

In accordance with Workplace Health and Safety Queensland legislation, abuse directed towards our team will not be tolerated.

Travel Agent Fees

We recommend that guests who book through an Agent read the agent's terms and conditions before booking. The Operator will not be responsible for the refund terms and conditions of your travel agent if the trip is cancelled for any reason.

Children and Age Range Conditions

Age ranges vary depending on the vessel and conditions. Please contact our Reservations Team on a case-by-case basis — the owner/operator may be flexible based on load factors, time of year, ages and number of children.

For Private Charters, call **07 4967 7555** or email **res@explorewhitsundays.com** for age restrictions.

Guest Bed, Cabin Allocation & Check-Out

We will always try to accommodate cabin requests, but due to limited resources this cannot be guaranteed — alternatives will be offered.

Guests will be asked to vacate their accommodation on the final day to allow servicing to commence. For Solway Lass guests, cabins must be vacated after lunch on the final day.