



## Terms & Conditions of Booking a WhaleSwim Adventure:

1. Online 'Book your Tour' reservations will be held for 14 days. The **non-refundable deposit** of AUD\$2,000.00 is required within 14 days to confirm a reservation. (If booked prior to the 1 February of the year of the tour – a non-refundable deposit of AUD\$500 per person is required within 14 days and the balance of the deposit to be paid by 1 February prior to the tours departure date.)
2. All payments to be paid in Australian Dollars only, the second payment of 30% of your total tour cost is due on various date prior to 1 May (see your confirmation email) and payment in full is to be paid 70 days prior to your WhaleSwim Adventures. For payments by bank wire transfer, please add AUD\$20 for banks fees. **All payments are non-refundable.**
3. All non-refundable deposits paid to us are sent to our suppliers in Moorea to hold your accommodation and space on our boat, they can be moved to the following year if required, but are non-refundable.
4. The affects from changes to: any country's borders, flight bookings, cancellations, health etc, our non-refundable policy is still valid.
5. A Liability Waiver must be signed by each guest & uploaded to the Aqua Abilities page in their online booking within 14 days of confirming their booking with WhaleSwim Adventures Ltd.
6. Re-scheduling and substitution of guests is permitted with approval of WhaleSwim Adventures.
7. Travel insurance is mandatory for all our WhaleSwim Adventures guests and **should be taken out at the time of booking your WhaleSwim tour.** Your travel insurance must provide cover against personal accident, death, medical expenses and emergency repatriation with a recommended minimum coverage of US\$200,000 for each of the categories of cover. It must also cover trip and flight cancellation. We also strongly recommend it also covers curtailment, personal liability and loss of luggage and personal effects. You must provide WhaleSwim Adventures with proof of your travel insurance within 14 days of booking your tour; you will not be able to join the tour without it.
8. All rates and conditions are subject to change.
9. If payments are not received at the designated times, WhaleSwim Adventures, reserves the right to sell those spaces in question with forfeiture of all monies to date.
10. The booking is binding and all payments are non-refundable unless the cancelled space is filled.
11. Prices may change due to; \* currency fluctuations or suppliers increasing rates after the tours have been published on the [www.whaleswim.com](http://www.whaleswim.com) website, even after payment is made in full, clients will have to pay the additional cost. \* schedule or content changes \* circumstances beyond the control of WhaleSwim Adventures
12. These are ecological holidays, WhaleSwim Adventures reserves the right to ask any participants to leave the group should he/she behave in a way that is insensitive to the whales, the environment, local people, our staff, management, crew or other group members or continually not follow the whaleswim Guides directions in the water with the whales. WhaleSwim Adventures staff and management also reserve the right to move those guests to other accommodation at the guests expense. No refund will be given.
13. Please read Aquatic Abilities (Snorkelling Experience Required section):  
Tahiti: <https://www.whaleswim.com/humpbacks-in-moorea-tahiti-2/>
14. Smoking is NOT permitted by guests on the Cata Manu vessel.
15. Drones are ONLY permitted to be used by an experienced flyer and with special permission from the skipper.
16. Selfie poles for Go-Pro's are not permitted on our tours – we advise that you only the short 'floating handgrip' handle.
17. Free-diving down to the whales is not permitted on our tour unless you are an experienced free-diver, then only with our Guides permission, when appropriate.
18. In the event of cancellation of a whale-watching ½ day due to bad weather, we endeavour to go out for a full whaleswim day to make up the time – if this is not possible, no refunds will given by WhaleSwim Adventures.
19. Children/teenagers under 18 years old are not accepted on our tours.
20. If the minimum bookings of 7 people on our 9-person tours is not reached 60 days prior to departure of each expedition, then WhaleSwim has the right to cancel the expedition and transfer guests to another expedition. Any airfares booked/changed and paid for by the guest should be covered by their travel insurance.
21. WhaleSwim tours cannot be booked via a Travel agent, they can only be booked directly with WhaleSwim Adventures. If a travel agent books on behalf, they may charge their commission at their own discretion.

### WhaleSwim Adventures Ltd

PO Box 20, Rawene, Northland 0443 New Zealand

Tel/WhatsApp: (+64) 21 1101 818 Email: [tours@whaleswim.com](mailto:tours@whaleswim.com) Web-site: [www.whaleswim.com](http://www.whaleswim.com)

Freephones: Australia 1800 629 306 UK 0800 022 645 0046 USA/Canada 877 216 5847