

Mandurah Marine Tours Pty Ltd t/a Mandurah Dolphin Tours

Terms & Conditions

Mandurah Marine Tours Pty Ltd t/a Mandurah Dolphin Tours and/or its owners and operators do not accept any responsibility whether in tort contract or otherwise for injury to, or death of, any of its passengers whether during a cruise, boarding or disembarking or on the ferry terminal boarding jetties or any other jetties or wharves used whilst passengers are on board, boarding or disembarking. Further no liability, either expressed or implied, will be accepted for the loss of damage of luggage or other personal items.

If any term or condition contained herein shall be rendered null or void by the trade Practices Act 1974 as amended ("the Act"). This contract shall take effect as if any such term or condition be void but only to the extent that the same is inconsistent with the Act.

The owner and/or operators reserve the right to alter schedules, prices and substitute one vessel with another if considered necessary.

The owners and/or operators reserve the right to refuse entry to any vessel or property if it is deemed that a person is intoxicated, abusive or threatening any of the employees or passengers or patrons in the ticketing and retail shop. If the passenger disregards the dress code or any other directions given by the crew or staff of Mandurah Marine Tours Pty Ltd, it may result in being removed from the vessel or premises owned by the operator.

In respect to any cancellation of a cruise, charter or function by the owners due to inclement weather or any other unforeseen circumstances including a minimum passenger requirement, they will endeavour to re-schedule the cruise within 12 months of the date that was cancelled.

Pricing Policy:

All of our prices are in Australian dollars (AUD) and include GST (Goods and services tax). Prices valid until 30th June 2016. Mandurah Dolphin Tours reserves the right to alter prices and itineraries at any time.

Change of passenger numbers and cancellation policy:

If at least 24 hours' notice is given and the passenger numbers are less than 6 persons, no cancellation fees apply.

For passenger numbers of between 6 and 20 persons and less than one weeks' notice of cancellation is given, it will attract a 50% cancellation fee. If more than one weeks' notice given, the Company reserves the right to charge a 10% of the value of the booking to cover administration costs.

More than 20 passengers; two weeks' notice is required to receive a full refund other than a 10% administration fee. Less than two weeks' notice will attract a 50% cancellation fee.

In the event a booking changes by no more than 10% in passenger numbers, Mandurah Marine Tours Pty Ltd will allow a full refund for that variation.

Any postponed cruises will be treated the same as cancellations.

In all cases, no refunds will be given for "NO SHOWS".

Christmas Lights Cruises:

There is no refund for Christmas Lights Cruises bookings.

Group discounts and minimum passenger requirements:

In the event of a group booking passenger numbers are reduced and a minimum number is required to receive a group booking price reduction lower than the normal advertised rates, the operators reserve the right to increase/adjust the price or group rate to equal the original quoted group total cost.

Dress code:

Please wear appropriate footwear – High heels are not suitable for Mandurah Dolphin Tours vessels, jetty or the boardwalk.

Photography:

Mandurah Dolphin Tours photographers may be present on cruises, tours, functions and charters and will take photographs which may be used in marketing material produced by Mandurah Dolphin Tours. If you do not wish to be included in photographs of this nature, please advise the photographer at the time or crew member on board your cruise.

Privacy Policy:

Mandurah Dolphin Tours will only use any personal data collected during your use of our website and booking process in accordance with the National Privacy Principles established under the Privacy Act 1988 (Cwlth) and our Privacy Policy. The information provided by you during the booking process ("Personal Information") and any other information sent to us by you or otherwise obtained by us about you is only used for the purposes of fulfilling your requests for our products; providing a personalised service; maintaining accounts and records; statistical analysis and conducting market research surveys; assessing and evaluating the use that is being made of the Site. The website uses cookies for collecting user information and the data collected in this way may be processed in the same way as other data submitted as outlined above and for the same purposes. If you do not wish your Personal Information to be handled in this way, you may cancel the booking process. If you accept the 'I would like to opt-in to receive marketing from this business' option during the booking process, we may provide you with information by email or other means about our products and/or services.

Your credit card details are not saved during the payment process nor are they in any way viewable nor accessible by us or any other parties. We may amend this Privacy Policy from time to time.