

# Ningaloo Blue Dive

## About Ningaloo Blue

Ningaloo Blue Dive has maintained the highest standard of safety and customer service. We strive to provide the ultimate wildlife encounter. With one of the largest boats in the fleet of Whale Shark tours, the business prospers as one of the best marine boat tour operators in the region. We continue to receive rave reviews and great feedback from our customers, with many customers referred by others.

Venture IV is 18 meters of state of the art specially design and set up for Whale Sharking, huge under cover lower deck, with easy access to marlin board at water level, comfortable seatings and large lounge (bed) in the middle of the lower deck ideal to relax on. Then we have a huge upper deck for observation and sun bathing which no other boat on the Ningaloo Reef has.

With over 30 years experience running Whale shark interaction tours we now also include Humpback Whale in water interactions as part of our seasonal tours. Interacting with Whale sharks and Humpback Whales is our speciality and our passion.

## What is your shop address and opening hours?

Your can find us at the Driftwood Centre, Shop 2, 1 Kennedy St Exmouth. We are open from 9:00am to 5pm seven days a week. Please pop by and have a talk through your plans and find out more about the Ningaloo Reef wildlife and the best experiences Exmouth has to offer.

## What to do if you miss your pickup in the morning?

Sometimes guests fail to meet our tour bus when picking you up to head out on your tour. In this case, you will have the option of either:

Making your own way out to Tantabiddi (if you have your own car) to meet the bus when it arrives at no later than 8am

Coming out again on our next available tour standby, to try again. No refunds or guarantees apply in this situation – if there are no spaces available, you will forfeit your booking - so please be out the front of your accommodation ready for your pickup at the designated time.

## How to join your Whale Shark tour

Please advise us where you will be spending the night before your tour so we can organise where best to pick you up with our dedicated Ningaloo Blue charter bus. Please do this when making your booking, or alternatively as soon as possible after you have booked your accommodation.

We pick up all customers staying in Exmouth Township from the front door of their accommodation for their tour at around 7:00 to 7:30am.

If you have not told us where to pick you up, please call us on 08 9949 1119 to make arrangements.

## What to bring

Bring your bathers, wallet or credit card, a towel, sunglasses and a hat, sunscreen, and sun-smart clothing to protect you from the sun. If you think you may need it, seasickness tablets from a pharmacy too - please see section below on seasickness. We also recommend you bring a warm top as the winds can cool the temperature down even on hot days. And don't forget your camera – but be sure to take care of it during your day. (As for everything you bring on board, every care taken, no responsibility accepted.)

## **Tickets and Reservations**

Bookings are essential as many tours during the season are booked out months beforehand. Please ensure you book early to get your preferred dates to avoid disappointment. You can book on our website or call our reservations team on (Freecall) 1800 811 338 (if in Australia) or +61 8 9949 111 (if outside of Australia) to make a booking during office hours.

## **Credit card surcharge**

Please note a 1.5% surcharge applies to Visa and Mastercard payments received. Due to high fees, we do not accept payment via American Express or Diners Club. (Our sincere apologies for this inconvenience but their fee structure makes it uneconomical for us to offer these cards to our customers.)

## **Whale Shark no show policy**

In the unlikely event you don't see a Whale Shark on your adventure, you can go out again the next available day for free! If for any reason you are unable to make the trip the next available day you will receive a Gift Voucher which can be used for the next three years!

## **Cancellation policy**

Up to a week prior to tour – full refund of monies paid (for individuals) or 20% deposit held (group bookings of 5 or more). Within a week to 24hrs from tour – 50% total payment held. 24hrs or less including no shows or cancellation on the day – 100% of the total tour fee.

## **Tour Cancellations**

Tour departing are subject to bad weather, circumstances beyond our control, and minimum number of passengers required to depart. When you book we will ask you for your email address, a mobile phone number and the name of the accommodation where you are staying. If we need to cancel for whatever reason – which happens very rarely - we will make every effort to contact you to let you know, and to reschedule you onto another tour to go swimming with a Whale Shark.

On rare occasions we have to cancel a tour due to bad weather at the very last minute. This means our office may be trying to contact you between 6.00 – 7.00am on the morning of your tour, so it would be helpful if you could have your mobiles switched on just in case. If we are not able to reach you we will then contact your accommodation to request they let you know as soon as possible, and / or drive around in our bus to inform you in person.

In advance, our sincerest apologies for the inconvenience if this proves necessary. However, safety is not something that we are prepared to cut corners with – its perhaps our single most important responsibility to our passengers.

There is no charge to you if we have to cancel due to weather. (Refer Bad Weather Guarantee above.)

## **Waiver of liability**

All passengers are required to sign a waiver of liability to participate in a Whale Shark tour. This will be completed on-board the bus or the boat on the day of your tour prior to your departure. We respect the passenger's right to decline signing the waiver. However, this will result in the passenger not being able to enter the water at any time during the cruise and does not remove the passenger's obligations stated in our cancellations and conditions policy.