



Sydney Seaplanes Terms and Conditions and Cancellation Policy

1. The tours outlined are operated by Sydney Seaplanes in conjunction with restaurants, accommodation venues and other suppliers as nominated in the tour description.
2. Whilst Sydney Seaplanes will use its best endeavours to deliver the product or service advertised, we reserve the right to alter the method of transport, route travelled, accommodation or services provided for any reason whatsoever, including but not limited to weather, aircraft or unserviceable equipment, operational conditions or requirements, Sydney Seaplanes will not be responsible for any additional expenses incurred as a result of any delays, cancellations or alterations arising from this clause.

NB: Passengers should take special note of this clause, particularly when Accommodation Packages are being booked. In the event inclement weather causes the cancellation of seaplane transfers a chauffeured car will be provided to your accommodation destination (with the point of origin and return being the Seaplane Base in Rose Bay). This may happen for departure or return flights, or both, and passengers must avail of the service or forfeit their fare. (See 8.2 for more information). If Sydney Seaplanes is unable to fly due to weather a scenic flight will be provided in credit to be used at another time in the next 12 months.

3. Where Sydney Seaplanes does not operate a section of a tour, or directly provide a service incorporated as part of the tour (hereinafter called 'tour inclusions') then the company shall not be responsible for any loss, damage or injury occasioned to any person or property as a result of any such tour inclusion undertaken during the tour whatsoever or howsoever the same may be caused whether as a result of negligence or otherwise.
4. Sydney Seaplanes can give no guarantee of exact times of arrival or departure of any service and will not be liable for failure to make connections to other services.
5. The company reserves the right to vary the price of any tour as a result of any significant increase in fuel prices, or other related supplier tariffs.
6. Passengers are reminded that all baggage and personal belongings are carried entirely at the passengers own risk.
7. Baggage Allowance – **Soft bags preferred**

Sydney Seaplanes guarantees to carry 5kg of baggage per person, to include a "Carry On" size bag plus a garment bag, purse or laptop. Anything more than 5kg is charged at \$5 per kg and will only be carried if space is available on the aircraft. Bags larger than "Carry On" size will only be carried if space is available on the aircraft.

Maximum baggage dimensions ("Carry On" size): Length 48cm (19in) / Width 34cm (13in) / Height 23cm (9in)

8.1 Scenic and Fly & Dine flights: 7 days or greater - no charge. 48 hours - 7 days - 50% charge. Less than 48 hours or no-show - 100% charge. **Date changes are permitted without penalty provided that 48 hours' notice is given.**

In the event weather forces the cancellation of Scenic or Fly & Dine packages the customer can choose between rescheduling the experience or a full refund.

8.2 Accommodation packages: 14 days or less - 100% cancellation charge. More than 14 days - 100% refund. This is in line with the cancellation policy of the accommodation suppliers.

Passengers should take special note of **clause 2**. In the event inclement weather causes the cancellation of seaplane transfers a chauffeured car transfer will be provided to your accommodation destination (with the point of origin and return being the Seaplane Base in Rose Bay). This may happen for departure or return flights, or both, and passengers must avail of the service or forfeit their fare.

8.3 Exclusive Charter flights: 14 days or less - 100% cancellation charge. More than 14 days - 100% refund. Full payment must be made at the booking stage.

9. Group bookings:

For groups of 10 or more passengers, full payment must be made at the time of booking.

Cancellation can be made up to 14 days prior with 100% refund. Less than 14 days a 100% cancellation fee will be imposed.

NB: If Sydney Seaplanes has to cancel due to the weather the group booker has two options:

- 1) The event can be rebooked anytime within 18 months from the cancelled date
- 2) Gift vouchers will be issued to the value of the event booked valid for 18 months from the cancelled date.

No refunds will be issued for group reservations and a signed group booking form MUST be signed prior to a confirmed reservation being sent.

10. Gift Vouchers must be travelled within their validity date. Gift vouchers are non-refundable.

Is your luggage safe?

What are dangerous goods?

Dangerous Goods are articles or substances which are capable of posing a significant risk to health, safety or to property when transported by air. A glance in the garden shed or under the kitchen sink will reveal a wide array of things which are potentially Dangerous Goods. A few examples of the more common types of items would include pesticides, petrol, acids, aerosols and bleaches etc. You may feel comfortable storing these items in your home or transporting them in your car on the way home from the shop because you know where they are and the risks associated with them in that situation. You take precautions such as putting them in a high cupboard or a locked shed, as you dread the thought of someone swallowing or mishandling them. However, move them into the unfamiliar environment of an aircraft flying high above the earth where they may be subject to severe atmospheric pressure and temperature variations as well as vibrations and many items behave in an unpredictable manner.

If you are carrying other household items, check each of these for a hazardous symbol displayed on the container. If the item has one of these symbols, ask yourself if you really need to take it or can I buy something suitable at my destination?

Everyday things which were never meant to fly:

Camping fuel containers (in almost all cases, these cannot be carried. You will have to settle for buying fuel at your destination)

Surfboard repair kits (the resin in these kits is highly flammable)

Corrosives such as acids, alkalis and mercury.

Security **attaché** cases incorporating explosives and dye cartridges are forbidden

Machines with petrol powered engines (lawn mowers, whipper snippers, chain saws). These are not permitted as passenger's checked or carry-on baggage.

Fireworks, signal flares, sparklers or explosives (these are generally forbidden and in fact most Australian states require permits for the possession of fireworks)

Fuel, paints, lighter refills, matches

Drain cleaners and solvents

Spray cans, butane fuel, scuba tanks, propane tanks, CO2 cartridges

Self-inflating life vests

Ammunition, gunpowder, mace, tear gas or pepper sprays are generally forbidden

Dry ice, gasoline powered tools, wet cell batteries and camping gear with fuel.

Radioactive materials

Poisons

Infectious substances.

Further information on dangerous goods may be obtained by contacting the Civil Aviation Safety Authority on telephone 131757