**Boat trip terms and conditions - February 2023**

**Booking and payment**
- Advance booking is strongly recommended online at www.seabird.org. Full payment is taken at the time of booking unless alternative arrangements have been agreed, in writing, by the Scottish Seabird Centre. Tickets are not transferable and are valid only for the date and time on the ticket.
- When booking, a contact mobile phone number (where possible) and an email address must be provided so that we can attempt to advise the passenger of any delays or cancellations. However, ultimately, it is the passenger’s responsibility to contact the Centre (+44(0) 1620 890202) to ensure that their trip is going ahead as scheduled.

**Restrictions**
- Passengers must be fit and agile enough to board any of our vessels unaided and be able to navigate harbour steps and/or ladders where required.
- Our RIBs (rigid inflatable boats) are unsuitable for anyone with back and or neck problems or who is pregnant. Please stay at home and follow Scottish Government and Public Health Scotland advice.
- Minimum age for RIB trips is 7-years-old. For Bass Rock Landings and Isle of May Photographic Trips the minimum age is 15.
- Children under 16 years of age must be accompanied by a responsible adult.
- For safety reasons, we are unable to carry wheelchairs on any vessel. There is limited space for some child buggies on the Catamaran only.
- Well-behaved dogs are permitted on the Catamaran only.
- If you are feeling unwell with any of the symptoms of COVID19 please do not travel, enter our building or our boats. Please stay home and follow Scottish Government and Public Health Scotland advice.

**Embarkation**
- All passengers must arrive at least 30 minutes prior to departure time and at the correct location. No refunds will be provided to any passenger who fails to board on time and misses the boat. Please allow plenty of time for car parking as North Berwick can become very congested at peak time.

**Departure and facilities**
- Lifejackets are provided and must be worn on all vessels, except the Catamaran, where they are stored in the overhead lockers and available only if required. For all RIB trips, waterproofs are available but we recommend passengers bring their own waterproof jackets and trousers. Bass Rock Landing passengers are only required to wear the lifejackets provided.
- Weather conditions can change very quickly and may result in passengers getting wet and/or cold, so suitable protective clothing should be worn, as conditions at sea can change quickly.
- We are not responsible for personal belongings that you take on board.
- We cannot be held responsible for any water damage that could occur to any equipment, clothing or personal items. We suggest that any such equipment is kept in a secure water tight bag.
- The Skipper has the right to refuse entry for any reason and their decision is final.
- Minimum passenger must apply to all vessels: 18 for the Catamaran, 8 for a RIB, 6 for a Bass Rock Landing. There are no minimum numbers for a private charter. We reserve the right to cancel any sailing if minimum numbers are not achieved. We will refund the cost of your ticket should this occur.

**Isle of May landings**
Appropriate protective clothing should be worn for your time ashore as it can be cold and damp, with a wind chill. Bring sturdy footwear, sun lotion, drinking water and any refreshments you require. There are toilets and shelter in the Isle of May Visitor Centre.

Isle of May photographic trips – These are specialist trips designed for photographers, naturalists and artists. Specially scheduled to allow time ashore at quiet periods to allow for the best opportunities for wildlife viewing. Not recommended for general tourist experiences or young children (minimum age for this trip is 16). These trips are carefully escorted by a Guide to avoid disturbance to the wildlife or any of the important research studies underway on the island.

**Bass Rock landings**
Depart from North Berwick harbour. All passengers must complete a Waiver of Liability Form and will not be permitted to board unless signed and handed to the Guide, he form is downloadable from the Scottish Seabird Centre website: https://www.seabird.org/boats/bass-experience.

There are no toilet facilities on the Bass Rock. Appropriate protective clothing, walking boots and a hot drink or drinking water is important. Sandals or trainers are unsuitable. We recommend that you bring sun cream, a hat and sunglasses, as well as a waterproof bag to protect your camera and kit.

**On all vessels and islands, there must be no disturbance to wildlife and any litter must be retained and disposed of responsibly on return to the mainland.**

**As weather and sea conditions can change rapidly, trip routes and duration time may have to be altered, without notice, at the Skipper’s discretion. Refunds will not be payable in the case of an early return to shore. It is advisable that passengers wear suitable clothing in case the weather changes as it can soon become cold and wet while at sea. We recommend bringing a spare set of clothes should you get wet.

**Glass bottles are not permitted on any of our boats. We recommend the use of recyclable or reusable bottles or containers.**

**Cancellations**
- The Seabird Centre reserves the right to cancel or alter the times of all boat trips, without notice. This can be due to a variety of reasons, including, but not limited to: changing weather and sea conditions; technical reasons; crew availability or lack of minimum passenger numbers.
- If the Centre/Skipper decides to cancel a trip for any reason then an alternative time, date or a full refund will be provided.
- If a passenger cancels a trip, these are subject to the following terms:

**Passenger Cancellation Terms**
All boats except Bass Rock Landings
- 3 days or less before departure – No refund
- 4 and 9 days before departure – 50% refund
- 10 days and over before departure – 100% refund

Bass Rock Landings
- Within 7 days or less before departure – no refund
- 8 to 20 days before departure – 50% refund
- 21 days and over before departure – 100% refund

If a passenger wishes to request an alternative date or time, this can only be considered by the Seabird Centre where a reschedule will not reduce passenger numbers below the minimum required for a sailing to proceed. Our boats will sail in inclement weather, providing it is safe to do so.

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