



Boat trip terms and conditions – July 2020

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.
- Please note we need to retain your contact details, for a period of 21 days, after your trip should the 'Test and Protect' procedures have to be implemented with Public Health Scotland. Your details will only be shared with the National Contact Tracing Service at their request in the event that they, or we, are notified that someone has fallen ill after being on one of our trips.

Restrictions

- Passengers must be fit and agile enough to board any of our vessels unaided and be able to negotiate 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.
- Minimum age for RIB trips is 7-years-old. For Bass Rock Landings and Isle of May Photographic Trips the minimum age is 16.
- 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.
- In accordance with Scottish Government guidelines all passengers must wear face coverings (under 5's and those with certain conditions as outlined by Scottish Government are exempt)
- 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

- Passengers must arrive at least 20 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

- Please use the hand sanitiser provided before entering our boat office and immediately prior to boarding the boat.
- We are restricting access to our boat office to a maximum of 2 people at any one time - please ensure only 1 person from your group enters to validate tickets and please follow the guidance given by our team at all times.
- Lifejackets are provided (these will be washed and disinfected between each sailing) and must be worn on all vessels, except the Catamaran, where they are stored in the overhead lockers and available only if required. Passengers must bring their own waterproofs (jacket and trousers) for all open RIB trips and these must be worn. Bass Rock Landings 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.
- Social distancing - we have reduced the number of spaces available on each boat to allow for social distancing. Please follow the advice from the Skipper on where to sit as you board. If in you are in a group please select 1 person to hand over tickets and identify to the skipper the others in your group.
- 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 numbers 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.

Departure and facilities

- Passengers must pay careful attention and follow all instructions and safety announcements from the Skipper or crew. Any passenger ignoring reasonable instructions from the crew, causing disturbance or being a safety risk to other passengers will be taken ashore.
- Passengers must remain seated at all times unless the crew advises of periods when careful movement around the vessel is permitted. Passengers must exercise due care and attention to avoid slips and falls.

- Smoking is not permitted on board and the consumption of alcohol is prohibited.
- There is a toilet onboard the Catamaran only.
- All our trips are accompanied by an experienced Guide. Sightings of any particular species of wildlife cannot be guaranteed.
- 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
- Between 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
- Between 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.

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 or Dunbar harbour. All passengers must complete a Waiver of Liability Form and will not be permitted to board unless signed and handed to the Guide. The form is downloadable from the following web site https://seabird.org/user_files/file/Bass_landing_waiver.pdf.

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.

For reasons of safety, passengers must have a reasonable level of fitness and mobility to embark and disembark at both the harbour and the landing steps on

the Bass Rock. The Guide and / or Skipper may refuse to take anyone considered unable to meet these criteria.

All safety instructions issued by the Guide must be observed to keep passengers safely back from unfenced and slippery cliff edges. Should a landing be deemed unsafe for any reason, then the boat will cruise around the Bass Rock as a non-landing experience. A £100 refund is given in these circumstances.