**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 900202) 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 passengers with motorised buggies on the Catamaran only.
- Children under 16 years of age must be accompanied by a responsible adult.
- For safety reasons, we are unable to carry wheelchair users 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 (except children under 5's). Specially scheduled to allow time ashore at the Bass Rock. The Guide and/or Skipper may refuse to allow any passengers who fail to board unless signed and handed to the Guide. The form is downloadable from the following web site https://www.seabird.org/user_files/file/Bass_landing_waiver.pdf.
- Appropriate protective clothing, walking boots and a hot set of clothes should you get wet.
- 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**

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<thead>
<tr>
<th>Period before departure</th>
<th>Refund offered</th>
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<tbody>
<tr>
<td>3 days or less before departure</td>
<td>No refund</td>
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<tr>
<td>Between 4 and 9 days before departure</td>
<td>50% refund</td>
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<tr>
<td>10 days and over before departure</td>
<td>100% refund</td>
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**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 and your feet should be comfortable 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 spots 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.

*July 2020*