



Spirit of Gold Coast

Is an established local based company that has been Operating for the past 7 years on the Gold Coast Specialising in Whale Watching Tours.

We pride ourselves on our 17 Years Experience in the industry with Sightseeing Tours previously operating out of Coffs Harbour, Port Stephens & Coolangatta.

Spirit's main priority is not to operate just as a tourist attraction, but to educate our guests and raise awareness of these magnificent creatures.

Introduction

We take your right to privacy seriously and want you to feel comfortable using our web site. This Privacy Policy deals with personally identifiable information (referred to as "Data" below) that may be collected by us on our site. This Policy does not apply to other entities that we do not own or control or persons that are not our employees, agents or within our control.

1. Collection of Data.

Our registration process requires only a valid e-mail address. Providing us with other information is at your option. Please take note that your user name, e-mail address, or other submissions that you make on this site may contain your real name or other personally identifiable information and, as a result, may appear on this site. Like many web sites, we may also automatically receive general information that is contained in our server log files such as your IP address and cookie information. Information about how advertising may be served on this site (if at all) is set forth below.

2. Use of Data.

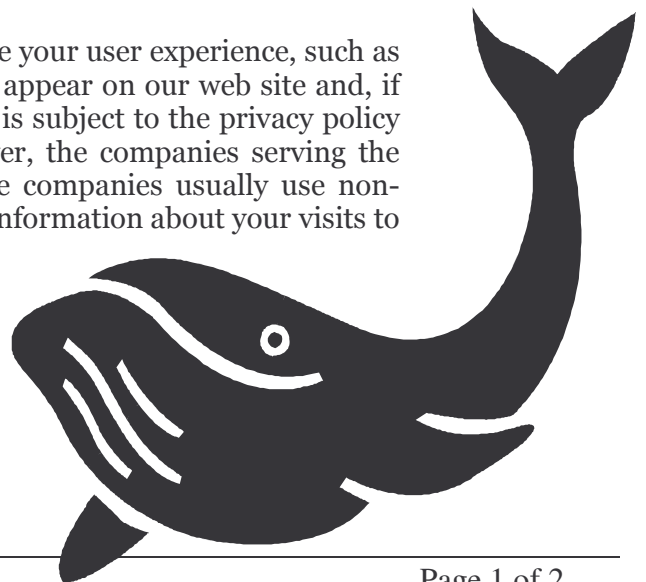
We may use Data to customize and improve your user experience on this site. We will make efforts so that your Data will not be provided to third parties unless (i) provided for otherwise in this Privacy Policy; (ii) we obtain your consent, such as when you choose to opt-in or opt-out to the sharing of Data; (iii) a service provided on our site requires the interaction with or is provided by a third party, by way of example an Application Service Provider; (iv) pursuant to legal process or law enforcement; (v) we find that your use of this site violates our this Policy, Terms of Service, other usage guidelines or as deemed reasonably necessary by us to protect our legal rights and/or property; (vi) or (vi) this site is purchased by a third party whereby that third party will be able to use the Data in the same manner as we can as set forth in this Policy. In the event you choose to use links that appear on our site to visit other web sites, you are advised to read the privacy policies that appear on those sites.

3. Cookies.

Like many web sites, we set and use cookies to enhance your user experience, such as retaining your personal settings. Advertisements may appear on our web site and, if so, may set and access cookies on your computer and is subject to the privacy policy of those parties providing the advertisement. However, the companies serving the advertising do not have access to our cookies. These companies usually use non-personally identifiable or anonymous codes to obtain information about your visits to our site.

4. Children.

We do not allow persons who are ages thirteen or younger to become members of this site. For more information, please contact info@goldcoastwhalewatching.com



5. Changes to this Privacy Policy.

We may make changes to this Policy from time to time. We will notify you of substantial changes to this Policy either by posting a prominent announcement on our site and/or by sending a message to the e-mail address you have provided to us that is contained within your user settings.

6. NO GUARANTEES.

While this Privacy Policy states our standards for maintenance of Data and we will make efforts to meet them, we are not in a position to guarantee these standards. There may be factors beyond our control that may result in disclosure of data. As a consequence, we disclaim any warranties or representations relating to maintenance or nondisclosure of Data.

7. Contact Information.

If you have any questions about this Policy or our web site, please feel free to contact info@goldcoastwhalewatching.com

Booking Terms and Conditions

Neither the “Spirit of Gold Coast” nor its employees shall be liable for any death or personal injury to any passengers or any loss or damage to property unless such death, injury or loss or damage has been acclaimed as a result of negligence of the company or its employees.

All Cruises subject to suitable weather conditions. All Cruises be that Private Charter or Scheduled Cruises subject to minimum numbers.

Non-Sighting of Whales – A complimentary return cruise will be offered. No Refund of any monies paid.

All ticket sales must be confirmed with “Spirit of Gold Coast” by either phone, fax or email.

Seniors/ Students / Children must present appropriate ID to obtain advertised rate.

Discounted rates – the discounted voucher must be forfeited before boarding is permitted. Free coach transfers are not included in the discount rate.

Coach Transfers – Customer responsible to be at the designated pickup at least 15 minutes prior. Neither “Spirit of Gold Coast”, nor the Coach Company shall be liable for the customer being late or not at the designated pickup.

All passengers making their own way to departure point MUST be at departure point 15 minutes prior to boarding. All passengers with coach transfers MUST be at THE MAIN ENTRANCE of their accommodation house or designated pickup point at least 15 minutes prior to scheduled pick up times.

Cancellation - if customer cancels 24 hours prior to a booked cruise, 50% cancellation fee applicable. Any cancellations on day of booked cruise, 100% cancellation fee applicable.

Free coach transfers and DVD giveaway is not available for Special deals or discounted rates given to passengers (1 DVD per booking).

To ensure an enjoyable day, we recommend that you take precautions to prevent seasickness.

Available from your pharmacist or can be purchased on the vessel.

Cruises subject to suitable weather conditions and minimum numbers do apply.

