

FREQUENTLY ASKED QUESTIONS

Where do I board the boat?

For private charters you can embark and disembark at most public wharves in Sydney Harbour. Most daily departures are from Darling Harbour or Circular Quay.

Let your cruise consultant know where your guests are coming from and we'll tell you where the closest wharf is. Some wharves incur a Government wharf booking fee.

Please note that not all boats can pick up at all wharves.

What time does the boat arrive at the wharf?

The boat will arrive at the wharf a few minutes before embarkation time.

How long does the boat stay at the wharf?

The boats are allowed a 15 minute window at these wharves so please ensure that all your guests are on time.

Guests are given a 15 minute window in which to disembark after a cruise – time in excess of this is charged at an hourly rate.

What embarkation time should I put on the invitation?

To avoid latecomers it is a good idea to specify a time 15-30 minutes prior to the actual embarkation time on your invitation.

Can we stop more than once to pick up late guests or drop off the photographer/entertainer?

It is possible but not advisable to do more than one stop. It takes a while to dock a boat and it can be quite disruptive to the cruise.

For the enjoyment of the rest of the group we recommend you have as few stops as possible. Using Water taxis to pick guests up is the preferred way to transport passengers to and from the vessel.

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Where do the boats cruise?

There is no set route for the boats, but typically in 4 hours you will see the city CBD, Harbour Bridge, Opera House and Darling Harbour, the Eastern Suburbs, (Rose Bay, Watson's bay) the North Shore (Mosman, Neutral bay) and the Inner West (Balmain, Anzac Bridge).

Normally the captain will decide a route on the day depending on the swell and wind conditions. If there is somewhere you would particularly like to cruise please advise us ahead of time so that we can inform the crew.

Can we bring our own food and drinks?

In most cases the vessel must supply the food and drinks, but contact us about your circumstances and we may be able to give you a special quote to BYO

Can I change the Menu?

Our menus have been designed to work with most groups' needs in mind, however we are happy to discuss any special cultural or dietary requirements.

Can we have bands, or entertainers?

Yes, you may bring entertainment on board or we can help you arrange it. There are some options on the entertainment and activities pages. Please inform us if you plan on arranging your own entertainers as we will need them to board the vessel prior to the cruise time.

Can I bring on my own theming and audio visual companies on board for set up?

Yes. We are happy for you to dress decorate & theme boats as you please and bring on board your own audio visual equipment.

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Do the boats come with drivers? Can we self drive?

All our vessels come fully crewed and skippered. Sorry, we don't offer self drive.

Are the boats safe for children?

Subject to proper supervision by their parents or carers while on board, the vessels are safe for children. They are all checked for safety by the NSW Maritime Authority surveyors each year and guardrails are designed with children's safety in mind.

Please note that crew cannot take responsibility for child supervision.

Standard sized multifit lifejackets are carried as part of the statutory lifesaving equipment required.

Do the boats go out if it's raining?

All charters will operate irrespective of weather conditions.

Am I still charged if not all the guests turn up?

We need to give our caterers final numbers 7 days before the cruise for staffing and ordering purposes. Within 7 days the numbers may increase, however they cannot decrease.

What if I need to cancel?

Please refer to the Terms and Conditions of charter supplied upon confirmation of your booking.

Are we permitted to smoke on board?

Government regulations prohibit smoking within the interior cabin areas of the boat. Most vessels will provide a dedicated exterior smoking area.

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Can we go swimming?

Swimming is at the passengers own risk, and we do not recommend swimming after consuming alcohol.

On most of the smaller boats (under 50 guests) you can swim, but with the exception of our dedicated Beach, BBQ and Swim cruise passengers do so at own risk. Risk waivers may need to be signed.

Please let us know when booking if you plan on swimming. Guests must provide own towels.

On which days is the public holidays surcharge applicable?

There is a 15% surcharge applicable on all the proclaimed public holidays, with the exception of Special Dates such as Christmas Day, Boxing Day and New Years Eve which are quoted on application.

How much are the wharf fees?

NSW Maritime fees apply at the Opera House, Circular Quay, Dawes Point, King St and Casino wharves. The charge per visit varies according to boat passenger capacity:

Fees at Aquarium Wharf, Pyrmont Bay Wharf, and Convention Wharf inside Darling Harbour (Cockle Bay), are set by Sydney Harbour Foreshores Authority and also vary from boat to boat.

The fee at Homebush Wharf is \$55 for a round trip.