

## General Information & Policies

### 01 July 2018 – 31 March 2019

Company	Yambay Pty Ltd t/a Tusa Dive
ABN:	93 010 643982
Year established:	1986
Days of Operation:	7 days, year round
Departure Point:	A Finger, Cairns Marlin Wharf.
Check-in:	Directly at the boat at 07.40am
Depart/ Return time:	08.00am / 4.30pm
Vessel:	TUSA 6 (T6)                      Launched:      August 2011
Max Passenger:	60 (Day Trip)                      Min Passenger: 6
Charter:	Tusa 6 is available for private charter, 80 max passenger.
Foreign Languages:	Japanese/ Other languages subject to staff availability.
Memberships:	TTNQ, ATEC, Dive Queensland, PADI
Accreditations:	Advanced Ecotourism, Climate Action Innovator
Web Site:	<a href="http://www.tusadive.com">www.tusadive.com</a>
Agent Web page:	<a href="http://www.tusadive.com/agent">www.tusadive.com/agent</a> (no log-on required)
Facebook:	<a href="https://www.facebook.com/tusadivecairns">https://www.facebook.com/tusadivecairns</a>
Twitter:	<a href="https://twitter.com/TusaDive_Cairns">https://twitter.com/TusaDive_Cairns</a>
You Tube:	<a href="http://www.youtube.com/channel/UCZFtJKyQAonxCYgt2QtgKUg">http://www.youtube.com/channel/UCZFtJKyQAonxCYgt2QtgKUg</a>
Instagram:	<a href="https://www.instagram.com/tusadive">https://www.instagram.com/tusadive</a>

#### Head Office/ Administration

PO Box 1276 Cairns QLD 4870  
 315 Spence St, Cairns QLD 4870  
 Phone + 61 (0)7 4047 9191  
 Fax + 61 (0)7 4047 9110

#### Reservations

Phone: + 61 (0) 7 4047 9100  
 Email: [info@tusadive.com](mailto:info@tusadive.com)  
 Manager: Sandy Ambard

#### Managing Director

Phillip Hobbs [phil@tusadive.com](mailto:phil@tusadive.com)  
 Phone + 61 (0)7 4047 9105

#### Managing Director

Chris Eade [chris@tusadive.com](mailto:chris@tusadive.com)  
 Phone + 61 (0)7 4047 9106

#### Sales & Marketing – International

Trina Baker [trina@tusadive.com](mailto:trina@tusadive.com)  
 Phone + 61 (0)7 4047 9104  
 Mobile + 61 (0)418 772 701

#### Sales & Marketing – Domestic

Tania Rivet Mintchev [sales@tusadive.com](mailto:sales@tusadive.com)  
 Phone + 61 (0)7 4047 9113  
 Mobile + 61 (0)452 522 760

#### Sales & Marketing - Japan

Teru Ishikawa [jp-info@tusadive.com](mailto:jp-info@tusadive.com)  
 Phone + 61 (0)7 4047 9191

#### Financial Controller

Neale Jones [neale@tusadive.com](mailto:neale@tusadive.com)  
 Phone + 61 (0)7 4047 9103

**Re-confirmation:** Is not a requirement, however passengers are welcome to reconfirm by

- Phoning (07) 4047 9100 24 hours prior, or
- Calling into the Tusa Dive shop, Cnr The Esplanade & Shields St

#### **Electronic Banking Details**

Yambay Pty Ltd, t/a Tusa Dive  
 Commonwealth Bank of Australia, Earlville Cairns QLD  
 BSB: 064830      Account #: 1006 8366  
 SWIFT: CTBAAU2S

#### **Trading Terms**

Full prepayment is required prior to departure unless prior credit facilities have been established with Tusa Dive. Credit applications are available on request. Credit accounts require a personal guarantee and indemnity by the Directors or Proprietors and are subject to application approval.

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### **FIT Cancellation Policy**

- There is no charge for passenger cancellations with 24 hours or more notice.
- A fee of 100% of the nett amount will be incurred for passenger cancellations with less than 24 hours notice.

### **Trip Conditions and Cancellations**

Trips are subject to weather conditions and may be cancelled at the discretion of Tusa Dive. Alternative days or refunds will be offered in the event of cancellations by Tusa Dive, however Tusa Dive reserve the right to use other vessels should Tusa 6 be unavailable for any reason.

### **Child Policy**

Child snorkel rates apply for children aged 4 to 16 inclusive. Children under the age of 4 travel free of charge. Children under the age of 16 must remain under the supervision of a parent or guardian at all times. A minimum 12 years is required for Introductory Diving and 10 years for Certified diving. Written parental consent is required.

### **Certified Diving**

Certified divers are required to produce their Certification Cards upon boarding. They will be asked about their medical fitness to dive and will be required to provide written medical advice stating they are fit to dive if, since completing their last dive medical assessment, they have suffered an illness or injury that may affect their ability to dive safely, OR if they are currently suffering an illness or injury, OR if they are currently taking any prescription medication.

The diving is conducted in buddy pairs. Optional guided diving with a divemaster is offered at no extra charge.

### **Introductory Diving (Discover Scuba)**

Participants are required to complete a medical questionnaire upon boarding. Some medical conditions and / or medications may preclude your client from diving. Clients unable to dive are charged a snorkel rate only.

### **Transfers**

Tour rates provided are not inclusive of transfers to the Marina. Cairns or Northern Beaches hotel return transfers are available at additional cost, payable on board the boat on the day of travel. Port Douglas transfers are not available.

### **Flying and Diving**

Tusa Dive recommend a minimum of 24 hours from the last dive before flying or ascending to an altitude of 300 metres or greater.

### **Groups/ Tour Escort Policy**

Tusa Dive offer a group policy of 10 + 1, with the eleventh passenger travelling free of charge. The FOC seat is for the snorkel tour only and additional diving can be purchased. Group cancellations will incur a fee of 20% of the nett amount with less than 30 days notice and a fee of 100% of the nett amount with less than 7 days notice.

### **Environmental Management Charge**

A Great Barrier Reef Marine Park levy, port and management fee of \$10 per day including GST is charged to all adults and children 4 years and over. The EMC component of the fee is \$6.50. The charge is inclusive of our trip rates.

### **Fuel levy**

In the event of a substantial increase in the world-wide price of fuel, Tusa Dive may be required to implement a fuel levy without notice. At the time of issue of this document, no fuel levy applies.

### **Smoking**

Tusa 6 is a non-smoking vessel and smoking on board is not allowed.