

Lux Whitsundays - Frequently asked Questions

Question: Where is the meeting point at the Coral Sea Marina?

Answer: Lux Whitsundays meet all of guests at the white umbrellas, meeting point C on Marina map (near Bohemian Raw café) Please go to <https://www.coralseamarina.com/marina-map/> for exact location.

Question: I am at the meeting point at Coral Sea Marina and no-one is collecting me, should I be concerned?

Answer: The staff have an active list of all customers for the day, they shouldn't be far away and will collect you at the meeting location and check off your name before leaving for the trip.

Question: What do I need to bring on the trip?

Answer: Please bring with you sun safe clothing, a hat, beach towel, sunscreen & a light jacket for breezy afternoons on the deck.

Question: Is there WiFi on board?

Answer: No, we do not provide WiFi on board. However, most locations we visit have some phone reception.

Question: Is the trip suitable for children and infants?

Answer: All ages are welcome, including infants.

Question: Where can I park my car if I decide to drive to the marina?

Answer: You are welcome to park your car in the Coral Sea Marina car park. Please be sure to purchase a ticket from the ticket machine once you arrive.

Question: Is it safe to swim? What about the stinger season?

Answer: The Whitsunday region experiences warm tropical waters through the months of October through to May, and we encourage all of our guests to wear a stinger suit for added protection & confidence to enjoy the beautiful snorkelling locations on the day.

Question: Do you provide stinger suits? Is it compulsory to wear one?

Answer: Stinger suits are provided to our guests complimentary. We advise all of our guests to wear one through the warmer months of October through to May for added protection.

Question: Do you go to Whitehaven Beach or Hill Inlet?

Answer: We do not visit Whitehaven Beach or Hill Inlet. However we do visit the exclusive Langford Island Beach. Langford Island is equally as stunning and less crowded, which features an amazing lookout over the reef and Whitsunday islands.

Question: What is your cancellation policy?

Answer: Cancellations within 24 hours of departure will incur a 100% cancellation fee. Cancellations made within 24-48 hours of departure will result in a 90% cancellation fee. Cancellations made within more than 48 hours of departure will result in a 50% cancellation fee.

Question: Can I change dates if I have already paid?

Answer: Please call if an amendments is required to look at your options.

Question: What if the weather is bad and raining, can I cancel my trip?

Answer: All voluntary cancellations are in line with our Cancellation Policy. In the interest of safety for all passengers, departures and itineraries are subject to sea and weather conditions and Lux Whitsundays may need to cancel or alter the advertised destination. Should the circumstances require a cancellation of the trip, our liability is limited to offering an alternative trip or an appropriate refund no greater than the cost of the ticket paid.

Question: What is the best time of the year to visit the Whitsundays?

Answer: From June to November are the best times to visit, as the climate is at its best with many warm sunny days, and pleasant cool evenings. Between July to October you will also have the opportunity to see whales.

Question: How much are your private charters?

Answer: Our private charters start at \$3000 for up to 12 guests for the day sail, and \$3800 for an overnight charter to sleep 6 guests, 2 nights minimum. Please call us for more information.

Question: How many people can book on a private charter?

Answer: The S.V. Sabatayn comfortably accommodates 12 guests for the Day Sail, and 6 guests for our overnight charters.

Question: How do I fly to Airlie Beach?

Answer: Airlie Beach is accessible by plane from Brisbane, Sydney and Melbourne flying direct to Whitsunday Coast Airport (PPP). It is 37km drive from Airlie Beach. Flight operators include: Virgin Blue, Jetstar and Tigerair. Once you have arrived, you can organise a shuttle bus from the airport with one of the many shuttle transfer companies.

Question: I am saying on one of the Islands, how can I get to Airlie Beach?

Answer: Cruise Whitsundays operate ferries to and from Daydream & Hamilton Island. You can view the timetable & book online.

Question: I have allergies to certain foods; can you accommodate this?

Answer: Our delicious menu is procured by renowned Airlie Beach chefs and features locally sourced and fresh produce. If you have any dietary requirements, please inform our helpful team at least 24hrs prior to your day sail with Lux Whitsundays and we will make arrangements for you by emailing info@luxwhitsundays.com.au.

Question: Can I B.Y.O alcohol?

Answer: Yes, you can B.Y.O, however please no glass or red wine.

Question: How many snorkel spots does the trip include?

Answer: We will visit one snorkel location on the day - either Bali Hai or Blue Pearl Bay weather & tide dependant. There is an optional second snorkel on Langford Reef during our visit to Langford Island.

Question: Is there a bathroom/toilet on board?

Answer: There are two bathrooms/toilets on board.

Question: I have an injury which inhibits my walking ability, can I still go on the bushwalk?

Answer: The bushwalk on Langford Island is low-intensity, however there are some small steps.

Question: I am pregnant, can I still go on the trip?

Answer: Women who are pregnant can still enjoy our trip right up until the third trimester.

Question: What happens if I get sea sick? Do you provide any medication on board?

Answer: We advise to bring anti-nausea medication with you if you think you may experience sea sickness. Our crew cannot administer medication for you. There is a local pharmacy located in the main street of Airlie Beach.