

Gift Voucher Terms and Conditions:

Validity

- Vouchers are of the value of a short sail on the *STS Leeuwin II*, subject to these conditions.
- Vouchers are an experience value.
- Refunds will not be given when the passenger may normally be entitled to a reduced fare. Vouchers may not be redeemable for some special event sails, and/or an upgrade fee may be applicable.
- Vouchers are valid for 12 months from the date of purchase, and may only be used within the designated sailing season (normally occurring from October – March/April).
- Vouchers expire at midnight West Australian time on the date stated on the voucher.

Redemption

- Bookings are essential to redeem your voucher.
- Bookings with your voucher can be made online at www.sailleeuwin.com, over the phone, or in person in our Fremantle office. The voucher number must be quoted or entered at the time of payment.
- A confirmation will be given to you at the time of booking. You are required to present this, and your gift voucher, when arriving for your sail.
- The sailing season is limited. It generally runs from October – March/April. Please refer to the calendar of available dates, located on our website, or obtainable from our Fremantle office.
- It is the voucher holder's responsibility to ensure the voucher is redeemed before the expiry date of their voucher. The Leeuwin Ocean Adventure Foundation takes no responsibility if your preferred sail/s are fully booked or cancelled before you book them.
- Gift vouchers can only be used to pay for a future booking.

Extensions

- Any requests for voucher extensions must be done in writing, stating reasons, and include the voucher number, and the name and contact details of the voucher holder.
- Extension decisions from the Foundation are final. A small fee may apply for granted extensions.

Flexibility

- In some circumstances, voucher value may be used to purchase merchandise from the Leeuwin Ocean Adventure Foundation. If you wish to do this, please contact the office for consideration.

Discontinuing

- Leeuwin Ocean Adventure Foundation reserves the right to discontinue selling any tickets for any sail purchased on a voucher, but agrees to replace the item discontinued with any other sail to the same value for all valid voucher holders, or refund the purchase amount in full to the purchaser of the voucher in question.

General

- Terms and conditions relevant to booking a short sail apply to your booking, regardless of having purchased a gift voucher.
- Vouchers are not refundable, and, once booked, non-transferable.
- Vouchers are not redeemable for cash and cannot be returned for a cash refund, and cannot be used to purchase another voucher.
- If your booking exceeds the value of your gift voucher, you must pay for the balance in full prior to the booking being accepted.
- Gift vouchers may not be purchased using discount vouchers and promotion unless they specifically state that the discount is applicable to gift voucher purchases.
- We are not responsible for lost or stolen gift vouchers.
- Gift vouchers cannot be sold.
- Gift vouchers will be void and will not be redeemable if they are defaced, mutilated, altered and/or tampered with in any way. Gift vouchers may be subject to verification and security checks at the Foundations discretion.
- The Leeuwin Ocean Adventure Foundation reserves the right to cancel any voucher for any reason at any time without notice. In these circumstances, the voucher purchaser may be provided with a refund or replacement gift voucher of equivalent value, unless it is reasonably suspected of fraud.