

EAST COAST CRUISES
21 Vicary Street, Triabunna
03 62 571300

Our guarantee to you

Each of our tours to Maria Island is especially designed to provide an exciting, informative and unforgettable day. Our professional staff are 100% committed to your enjoyment, comfort and safety and we pride ourselves on delivering the very best experience for each and every tour. We will guarantee that if we do not meet or exceed your expectation, we will refund your money no questions asked.

One tour ... but two cruises? What's the difference?

After touring to Maria Island for 10 years, we have developed a unique cruise and walk day tour with two distinct cruise options. The difference between each of the options is the destination of the cruise. The circumnavigation cruise will take you on a journey around the entire coastline of Maria Island and you can't possibly see any more of Maria Island in a single day than this tour! The Ile Des Phoques (island of seals) cruise will head north to a remote granite island where we visit the most playful Australian fur seals and explore the inside of the biggest granite sea caves in Tasmania, possibly Australia. These caves are world class natural wonders and leave everyone totally speechless when inside them on the boat. Upon returning from the Ile Des Phoques, we visit the famous Fossil Cliffs and Painted Cliffs before docking at Darlington.

Each cruise will return to Maria Island for a relaxed afternoon guided walk of the Darlington convict settlement, exploring history and the island's friendly wildlife.

Which cruise is scheduled?

As we only have one boat, we are only able to operate one tour on each day. We have scheduled the tours to alternate between the two cruises over the calendar days of summer. An initial schedule has been set to operate the Circumnavigation tour on Fridays and Saturdays. The Ile Des Phoques tour is set to operate on Sundays and Mondays. Additional days will be opened up if the demand for midweek tours is there. Please note that if poor weather prevents us from cruising to the Ile Des Phoques, the cruise will be changed to circumnavigate the coastline of Maria Island.

Minimum Numbers

Due to the high operational costs of our tours, we do require a minimum of 6 adult passengers for each tour. We are always hopeful that we will reach this requirement on every tour, however if we have not yet met the requirement within 48hrs days of the tour date, we will contact you to discuss the flexibility and options of moving to a different day.

Payments

East Coast Cruises accepts credit cards (Visa or Mastercard), PayPal or Direct Deposit (EFT) payments with each booking. We do not accept cash on the day unless a credit card has been taken against the booking. All credit card payments will be processed when we receive your booking. Credit card details are then stored in a secure online booking system and are removed after the completion of your tour. Adjustments to bookings paid via credit cards can be made at anytime without any extra charges. Adjustments to bookings paid via PayPal or EFT payments will be made after completion of the tour. Refunds do not incur any fees or charges.

Cancelling your tour

Because of uncertainty of COVID border closures, if you would like to cancel your booking, you are welcome to do so. Please let us know before the day of the tour. We are very reasonable in providing refunds to customers, we simply ask that you notify us. We do not accept cancellations on the day but will provide a voucher for the cost of your booking for you to redeem at a later date. Credit cards may be charged or refunds may not be given if you do not show up without notifying our office. Please note (important) we do not cancel tours because of rain. We only cancel tours if strong wind and swell prevent us from safely and comfortably cruising around Maria Island. If you wake up to rain on the day of your tour, please note that unless conditions on the water are rough, we will still be cruising and will not accept cancellations on the day because of rainy or overcast conditions. Rain is a good thing here as we typically have low annual rainfall! The mountains, cliffs and waterfalls of Maria Island all look amazing with mist and cloud around them and we are equally excited to tour on wet and rainy days. Lastly, please feel free to call our office on 0362571300 (8am-6pm) if you would like to discuss the weather or your booking.

Refunds

If you have cancelled and are required a refund, we are happy to do so with no additional charges. Refunds can be given back to you credit cards, be made by EFT or through Paypal. Refunds will be given to customers who cancel outside of 24hrs from the departure date. If cancellations are made inside 24hrs (the day before) our staff will have already begun to cater for your tour. In this case, we will offer a 50% refund on the total booking cost or a voucher for the full amount to be taken at a later date. No refunds will be given for cancellations made by customers on the day of travel. Instead a voucher will be issued to be redeemed at a later date. Cancellations made by our business will allow for full refunds at any time with no extra charges.

December 25th and 26th, 2019

Unfortunately our tours will not operate on December 25th or December 26th this season.

Maria Island park entry

Entry permits to Maria Island National Park are NOT included in your tour. Separate park passes are now required for our day tour.

Children

Our tours are PERFECT for children! In fact, our tours are so much fun they bring out the child in all of us! The friendly wildlife at Maria Island capture the imagination of children and adults alike. Although each tour is packed full of adventure, they are different and we often recommend visiting the "Island Of Seals" for young children if you have the choice. We have provided concessions for children between 2yo - 15yo and families (2A + 2Ch). Infants under 2yo travel for free. Children 16yo and older can be declared as students and are available to use the concession rate.

Lunch

Due to COVID restrictions, the buffet lunch is no longer provided with the tour. The tour price has been reduced to reflect this change. Lunch can be provided on the tour from our cafe and can be added to your order when booking online or over the phone. You may also arrange your own lunch to bring with you. Lunch is enjoyed on the boat whilst at anchor in an idyllic remote location at Maria Island.

Alcoholic drinks

Our tours are licensed to provide alcoholic drinks with lunch! 1 x single serve of wine or beer is now provided for your tour. Our selection of Darlington Vineyard wines (\$6 per glass) include: Sauvignon Blanc, Chardonnay, Riesling and Pinot Noir. Our selection of Tasmanian beer include Boags Premium Lager or Boags Premium Light (\$6 per bottle). Soft drinks, juice, water, tea and coffee are provided free of charge on the boat. Extra drinks can also be purchased on the boat during lunch and added to your order (applicable to orders booked direct to us by credit card direct. Please bring a payment method with you if you have paid for your tour by PayPal, direct deposit or via a tourism agent).

On board Toilet

Our custom built vessel Spirit Of Maria has a very comfortable, full-sized toilet. It also has the BEST view imaginable! The toilet is electronic flushing (no pumps or vales) and offers easy access and also doubles as a private change room.

Weather

As you would expect, sometimes the weather does effect our plan for cruising at short notice. If the weather does not allow for a cruise to Ile Des Phoques, the cruise will be changed to circumnavigate Maria Island. If we cannot circumnavigate the island, we will construct the next best cruise itinerary to ensure you remain safe and comfortable. We have a very good idea of the weather 7 days before the cruise date. If there are any concerns about changing the plan of the tour, or cancelling we will let you know. If you have your own concerns about the weather, PLEASE give us a call. Our staff are trained to read the local weather conditions at Maria Island with our cruise in mind. We only operate the tours in gentle weather. Please also note, we do not cancel tours because of rain. We only cancel tours if strong wind and swell prevent us from safely and comfortably cruising around Maria Island. If you wake up to rain on the day of your tour, please note that unless conditions on the water are rough, we will still be cruising and will not accept cancellations on the day because of rainy or overcast conditions. Rain is a good thing here as we typically have the least rainfall in Tasmania! The mountains, cliffs and waterfalls of Maria Island all look amazing with mist and cloud around them and we are equally excited to tour on wet and rainy days!

Travel Sickness

If you are concerned about sea sickness, there is a pharmacy in Triabunna where you can purchase motion sickness medication. Please inform our boat staff if you are susceptible to motion sickness and they will allow you onto the boat first and allocate you the last row of seats (at the rear of the boat). This is where we advise people to sit if they are prone to motion sickness. Please do not choose to sit at the bow (front) of the boat. We also have ginger tablets and wrist bands (they work!) so please also ask for these before we depart. It is not common to feel motion sick on our boat as it is very easy to travel on, but always best to take precautions.

General Booking Terms

East Coast Cruises reserves the right to cancel departures at anytime and will refund the full amount of any monies paid by the customer. Bookings must be confirmed by East Coast Cruises before the commencement of the cruise. Cancellations by the customer must be made 24 hours prior to the cruise departure to avoid cancellation fees. Cancellations by the customer within 24 hours of the tour departure may attract a cancellation fee of fifty percent. Customers who cancel on the day of their cruise or tour booking or who fail to attend will be charged the full amount and not be entitled to a refund. A voucher will be issued instead. Prices may be subject to change at anytime.