

## FAQ'S

### **What is the Portobello River Cruiser?**

Our River Cruiser's are an exciting way to cruise up and down the Port River without need of a boat license or skipper. Our hire & self-drive donut boats can seat up to 6 passengers and travel at a maximum speed of 5km/2.7 knots making them perfect for floating about the river.

The River Cruiser is powered by an electric motor making them pollution free, noise free and completely safe for the dolphins, fish, wild life and their environment.

### **Can we hire a skipper for the boat cruise?**

Absolutely, we can arrange an onboard captain to drive your group at an additional cost of \$25, so you can sit back, relax and enjoy the views.

### **How old do I have to be to skipper a Portobello River Cruiser?**

The nominated driver must be at least 25 years, hold a current Australian Driver's License and must not exceed 0.05 percent alcohol.

### **Do I need a boat license to operate it?**

No boat license required however you will need a full Australian Driver's License.

### **Do I need to have any boating experience?**

No. The Portobello River Cruiser is a safe and fun way to gain on water experience. The River Cruiser is easy to navigate and driving instructions are provided in the safety brief.

### **Is it suitable for Children?**

Portobello River Cruiser is very safe for children however all children must be a minimum of 5 years of age, wear a life jacket at all times and be accompanied by an adult.

### **How many passengers can Portobello River Cruiser accommodate?**

Portobello River Cruiser can comfortably seat up to 6 passengers including children, for groups 7-12 people two boats may be hired.

### **Rules for the person driving a Portobello River Cruiser**

Must be minimum 25 years

Must hold a current Full Australian Driver's License

Must not exceed 0.05 percent alcohol limit

Please note: Water Police often patrol Port River Waterways and if the driver exceeds legal breath limit, penalties may apply to the driver.

### **Can I bring my own food and drinks?**

You are allowed to bring snacks however no BYO drinks and no large esky's.

Platters can be pre-ordered online so they are ready to go on the day.

Additional Food and beverage items are available for purchase from our on-board menu on the day.

Please note the boats do not have cooking facilities.

### **Can I play music on board?**

Yes, Portobello River Cruiser is equipped with a Wireless Bluetooth Speaker, which can easily be connected to a smart phone or device.

### **What exactly is included within the hire?**

Plates, cutlery, napkins, wine glass, salt & pepper, ice bucket, water, rubbish bin, safety equipment and bluetooth speaker.

### **How soon should I arrive for my booking?**

You will need to arrive 20 minutes prior to your booking so you can comfortably board and we can brief you on safety and driving instructions before setting off on your cruise.

### **Where will I dock and how far can I go with the Portobello River Cruiser?**

Staff will escort your group directly out front of Portobello to the Marina.

You will be supplied a map, which outlines the designated cruising area from Birkenhead Bridge to the Train Bridge before Bower Road Inlet.

**What should I bring on the day?**

Dress warm for cooler days and wear a hat and sunscreen for warmer days

Fully charged mobile phone to ensure contact whilst on the water

Current driver's license

Music playlist and a camera to snap a Port River Dolphin!

**What happens if I return early?**

Unfortunately we can't refund hire fee if you decide to come back early.

**What if I return the boat back late?**

You will be charged \$25 per 15 minutes that you are late back.

**What happens if my boat loses power?**

Drop your anchor and call Portobello River Cruiser on 8242 2244 immediately and a staff member will tow you back in. In any case of an accident or emergency contact 000 immediately.

**What happens if I make a booking and the weather is bad?**

If the day you have booked is not suitable for cruising you will be able to reschedule your cruise for another time at no extra cost.

Portobello owns the right to cancel if bad weather permits and is deemed unsafe for cruising.

**Are life jackets provided on Portobello River Cruiser?**

Yes. Life jackets are provided and children aged 5 -12 years will need to wear one at all times.

Jackets are stored under the seats and comply with Australian Marine Safety Standards.

**Do I need to clean up?**

Yes. Please dispose of your rubbish in the bin provided. Please leave the boat in a tidy condition otherwise a \$50 cleaning fee will apply.

**Can I fish?**

No. The Portobello River Cruiser is strictly used for cruising only.

**Can I go swimming?**

No. You must stay on board at all times for your own safety.

**Can I smoke on-board?**

No. Smoking is not permitted on the River Cruiser.

**What if we're part of a large group, can we use more than one boat?**

Absolutely. For groups larger than 6 people, you can hire 2 boats. Maximum people on two Portobello River Cruiser's are 12 people.

Please call (08) 8242 2244 to arrange for two boat hire.

**What is your cancellation policy?**

Cancellations must be made at least 4 days or 96 hours prior by telephone otherwise the total pre-authorisation will be charged and held as a credit to be applied against a subsequent booking.

**What if I need to use a restroom?**

Sure, restrooms are available to use inside Portobello Restaurant. Just phone staff to meet you at the docking area.

**Where is the nearby parking?**

There is free parking along Wirra Drive and Tarni Court, also plenty of free parking underneath the Jervois Bridge, just a 2 min walk along the promenade.

**How do I book a River Cruiser?**

Bookings can be made online, phone or at Portobello Restaurant.

At booking time, we hold a pre-authorisation of \$50pp on credit card, we do not charge this card unless terms & conditions are not met and the boat incurs damages.

Total payment can be made on the day.