

FREQUENTLY ASKED QUESTIONS

Do I need to book in advance?

Yes - There is a high demand for most of our trips, so we advise that you book your seat 7-10 days ahead of time during peak season (November-April) and 3-4 days ahead in the off-peak season.

Am I guaranteed to see a whale?

No - But the chances are very high. We are proud of our record for whale sightings. In the event that your tour does not see a whale, we will refund 80% of your fare.

What will I see?

Each tour is a unique experience and the sightings vary. The Giant Sperm Whale is the star of the show and is resident in the area all year round. In addition to the Sperm Whale, a number of different species of whale have been sighted off our coastline, including Blues, Humpbacks, Rights and Orca. As well as sighting whales, a typical trip will cruise by colonies of New Zealand Fur Seals and perhaps take in groups of dolphins, depending on the season. In addition to the marine mammals, Kaikoura has a wide variety of off-shore birds. These include Albatross, Shearwaters, Petrels, Gulls, Penguins and Gannets.

What happens if the sea and weather conditions are not suitable?

Your safety and comfort are of paramount importance to us. If the conditions are not suitable, we will cancel the tour. Passengers, who are travelling to join us on the day of their tour, are advised to telephone the free phone number for a conditions update.

If my tour is cancelled, will I be transferred to the next one?

No - When a tour is cancelled, we will do our best to accommodate you on another one. You do need to request this.

How long is the tour?

The actual time on the water is up to 2.5 hours. Including check-in time and transfer by bus, you should allow 3.5 hours in total.

Special tours:

The company can arrange special tours for bird watching, large groups and special-needs groups. Contact Customer Services for further assistance.

