

WHALE WATCH KAIKŌURA - WHEEL CHAIR ACCESSIBILITY

Whale Watch Kaikōura Vessels are 18m in length. All seating is in the main cabin with viewing platforms around the lower deck and the upper deck.

When we have guests join with us that are unable to move around we place them in seating on one side of our vessel and do our best to keep the windows clear and place our marine life sightings on that side of the vessel.

The first two rows on each side of the vessel are ideal places in which we would place people of limited mobility, they are close to the side door and easiest for us to monitor and keep the windows clear.



Whale Watch has a Gold Trax Seal of Approval, New Zealand's benchmark of Adaptive Adventure Travel & Inclusive Tourism. The Gold Seal is the ultimate inclusive company. The seal indicates that the company is willing and able to provide a tailored adaptive experience for different abilities when possible.



AT CHECK IN

We will issue our guests boarding pass and have them watch our safety video early so that they are able to go to marina and meet with their crew early so that we can get them on to the vessel without other guests there and have them all comfortable before they arrive. When and where possible we do ask that someone traveling with our wheel chair guest is able to assist with carrying them on to the vessel – we have a carry chair for this purpose.



There are toilet facilities available at our booking office, at the marina and also on our vessel. We also have life jackets placed under each seat on our vessels with the donning procedures outlined during our safety video. It is recommended to take precautions for sea sickness. We have herbal medication available at our Retail Store along with sea bands for hire.

There is also a café facility – Flukes Café, next to our booking office if a snack and drink is needed before or after their tour.





AT THE MARINA

We have a carry chair at our marina which we transfer our wheel chair guests into to carry them on to our vessel (their wheel chairs can be stored in one of our sheds which is then locked up). There is a ramp to walk along to get us to the bow of the vessel, where we then walk down three steps.

We then walk along the deck to the front door where there is a step into the boat where we will then place our guests comfortably in their seat for the tour.

Our captains do their best at all times to provide the best possible sightings of marine life when we have a wheel chair passenger on board with us, but as I am sure you can appreciate when working with nature there are times when this may not go to plan.

Our captains also reserve the right to place a mobility restriction on our tours if they deem sea conditions unsuitable.

