



Terms & Conditions

Catalina Noosa - Public Charter

Thank you for purchasing your ticket. We can't wait to host you aboard Catalina Noosa. Below we have outlined our Terms and Conditions. By purchasing your ticket, you have acknowledged that you have read, understood and accepted these. We encourage you to share these with other members of your party to ensure a safe and enjoyable event.

1. Boarding Information

All public Catalina events depart from Catalina Jetty - 172 Gympie Terrace, Noosaville QLD.

Please arrive at the time stated on your ticket. Boarding begins 30 minutes prior to departure and closes strictly at departure time. Late arrivals may not be boarded.

2. Weather & Cruise Changes

Catalina operates in most weather conditions. Any changes to your booking, including those due to weather or operational changes, will be communicated via email. Please check your email before boarding for the latest updates.

On rare occasions, cruises may be extended or concluded earlier than scheduled at the discretion of the Skipper. Safety and timely boarding and disembarking always take priority.

3. Ticketing & Identification

Guest names must match ID for manifest and licensing compliance. To update your ticket details, use the link provided in your confirmation email from IWannaTicket.



4. Cancellations & Refunds

Tickets are non-refundable within 14 days of the event.

If you cancel more than 14 days in advance, a credit may be issued at Catalina's discretion.

No refunds or credits will be issued within 24 hours of departure or after the event has taken place.

Credits are valid for 6 months from the date of issue.

5. Age Limits & Dress Code

All public events are strictly 18+. Minors, including infants, are not permitted.

If you appear under 25, valid photo ID is required. Digital IDs must be accompanied by a secondary form of ID.

Dress Code (strictly enforced):

- No rubber thongs (leather/sandal-style thongs accepted)
- No high stilettos (low-mid heels accepted)
- No boardshorts or singlets (men)
- No torn, soiled, or excessively worn clothing
- No Hi-Vis or workwear
- No gang-related or offensive logos or tattoos
- No dress-up or themed outfits (including bridal sashes, hats, or sunglasses)

Guests not complying with dress code may be refused entry at the discretion of Catalina security.

6. Food, Beverage & Dietary Requirements

Catalina is a fully licensed venue. No BYO food, alcohol, or cakes is permitted.



Guests attempting to bring alcohol aboard will be refused entry.

Please notify us of any severe allergies or dietary requirements before boarding via your confirmation email.

7. Guest Conduct & Conditions of Entry

Catalina reserves the right to refuse entry or remove any guest engaging in:

- Intoxication or likely intoxication (drugs or alcohol)
- Loud, unruly, or antisocial behaviour
- Smoking or vaping onboard
- Use of illicit substances
- More than one person in the bathroom
- Disrespect towards the vessel, crew, or other guests

Please be mindful of our neighbours when boarding and disembarking by keeping noise to a minimum.

8. Smoking & Substances

Catalina is strictly non-smoking and non-vaping. Guests observed smoking or vaping will be asked to disembark immediately.

9. Media & Privacy

Catalina Noosa may film or photograph events for promotional or security purposes. By attending, you consent to the use of your name, likeness, or voice in marketing or archival content.

10. Liability Disclaimer

All passengers travel at their own risk.

Saltwater Noosa Pty Ltd accepts no responsibility or liability for injury, loss, or damage incurred while boarding, onboard, or disembarking. By attending, guests accept and agree to all terms outlined herein.