



Dolphin Encounters & Blue Lagoon Island – Field Trip FAQ's

We know you have questions! Please take a few minutes to review our most common questions for field trips. If you need more information, please contact Education at 242-359-0278 or education@dolphinencounters.com.

What forms of payment are accepted? Payment can be made in cash, credit card (with identification), or certified cheque. School cheques are accepted if payment is made TWO weeks in advance of the booked field trip.

Can we add participants on the day of the field trip? Yes, but it is subject to available spaces. You MUST contact Education via phone, email, text message or What's App PRIOR to check-in for any changes. Be prepared to arrive early to make additional payments needed.

Who qualifies for a discount? Dolphin Encounters-Project BEACH offers discounts in education programs to government or Family Island schools and groups that cater to special needs or underprivileged participants.

Do you refund students that don't show? No, tickets are non-refundable. However, if a program includes a Student Kit (such as backpack or photo), those items will be given to Lead Teacher to issue to the absent student.

Can we bring additional chaperones? Yes, we encourage groups to bring parents and educators that want to participate in the field trip. Please see each program flyer for pricing.

Can chaperones go in the water with the kids to meet the dolphins? Yes, chaperones make the experience for the kids more successful! These chaperones will pay the same rate as the students to participate in the shallow-water encounter. Spaces subject to availability.

Are scholarships available? Yes. Qualifying groups include government or Family Island schools and groups that serve special needs or underprivileged children in our community. Please see the Scholarship Application.

Are professional photos available? Each program includes photos OR options to purchase photos. Please see the flyer for your program for details AND the Photo Souvenir Flyer for additional services.

Are there any FREE photo options for teachers? Yes, any teacher who fulfills a Green Action will receive a free 8x10 photo of their class. See the Green Action flyer for more details.

What should students wear? If going in the water, all students should wear their swimsuit under their clothes and have clean dry clothes to change into at the end of the day. Other items: towel, sunscreen, rashguard, hat, and warm layers if weather is cool. If not going in the water, we recommend your school's PE uniform.

What happens if it rains? Programs go rain or shine. Refunds will ONLY be offered if the decision to cancel due to extreme weather conditions is made by Dolphin Encounters. Programs will be rescheduled if at all possible.

Is bus transportation included? No, all groups must provide their own bus transportation.

Is the boat ride included? Yes, round-trip transportation is provided from Paradise Island to Blue Lagoon.

Where do we park? Paid parking is available on Paradise Island at the Atlantis Parking Garage. Please call for pricing at 363-2000. Public parking on Paradise Island is EXTREMELY limited and guests park at their own risk.

What do we do when we get to the PI ferry terminal? The Lead Teacher should check-in at the ticket window at the time cited in your confirmation documents. Chaperones should gather students in groups and have them be seated. NOTE: The ferry terminal is a shared space and students should be well-behaved as they are representing their school AND The Bahamas to other guests present.

What do we do once bands are issued? The Lead Teacher should separate chaperone and student bands. Chaperones should put on their bands and then band students. The band should fit loosely around the wrist but not be able to slide off the wrist.

What if some kids or parents are late? Tenders will NOT be held up for late teachers, students or chaperones. If the program is a Reef Ranger, Dolphin Adventure, or Sea Lab, the participant will NOT be able to join the group. Tickets are non-refundable. If the program is a Class Fun Day or Combo Program with Fun Day, the participant can be re-booked for the next tender. However, children 17 years of age or younger may ONLY travel on the tender if accompanied by an adult. Please see Reservations at the ticket window for more details.

Are the boats safe? Yes, our professional double-decker catamarans are operated by certified captains and mates and are equipped with proper facilities for guest comfort and safety.

If a bag check is required, what happens if a student fails? Weapons and alcohol are strictly forbidden. Any student found in possession of any of these items will be returned to Paradise Island with a chaperone from the group. No refund will be issued.

Are there lifeguards where the kids will be swimming? Yes, certified lifeguards are posted in areas where students will be swimming. For safety, we also recommend that chaperones attending to swimming-related activities should be able to swim.

Do participants in the dolphin encounter need to be able to swim? No, encounter participants will be meeting an animal while standing or kneeling on a submerged, waist-deep platform.

Are wetsuits provided for animal programs in Winter & Spring? Yes! Wetsuit rentals are FREE.

How much time do the kids have to play in the Aquapark & Bounce Parks in a Class Fun Day? Each group is guaranteed a minimum of 30 minutes of play time in each of the parks.

Can chaperones tour the facility independently? No, the role of the chaperones is to be with their group on the field trip. If an animal facility tour is an OPTION for your program, please speak to your Educator.

Does my program include a snack or lunch? A juice and healthy snack are included for Reef Rangers, Dolphin Adventure and Sea Lab. Lunch upgrade is available for the Sea Lab for at \$2 per student. Chaperone lunches are an option for Sea Lab at \$7 per adult. Lunch is included for all Class Fun Day participants.

Can we bring our own snacks and drinks? Yes, you may bring snacks and water.

What times can we choose to come back from the island? Each program has dedicated return times from Blue Lagoon Island indicated on the flyer. Upgrades to stay longer on the island are available on request.

What do we do if we want to purchase photos after we go home? Contact Education and they will help you with your choices and order.