



## **Dolphin Encounters & Blue Lagoon Island – Seize the Seas FAQ's**

We know you have questions! Please take a few minutes to review our most common questions for the Seize the Seas Program. If you need more information, please contact Education at 242-359-0278 or [education@dolphinencounters.com](mailto:education@dolphinencounters.com).

**Who can sign up for this program?** This special field trip is only available to teachers that are actively teaching in Grades K -12 in the Bahamas or qualifying school administrators (principal, senior mistress, guidance counselor, science coordinator, etc.). Proof is required at check-in.

**Can I bring anyone with me to do the encounter?** Yes, you can bring 1 other person for the dolphin encounter (Ages 4 & Up) at a cost \$10. Teacher materials, photo and snack are ONLY available for the teacher.

**Can I bring guests who just want to go to Blue Lagoon?** Yes, you can bring up to 2 guests for the Beach Day at discounted rates. You can bring additional guests beyond those two at the Beach Day rates for residents (see below). All guests with discounted tickets MUST board the 8:30 AM tender.

**When is this program available?** This program is only offered on select Saturdays from 8:30 AM – 11:30 AM. Check with Education for available dates. Spaces are limited.

**What are the costs of the tickets?** Seize the Seas is \$10 per participant.  
Discounted Beach Day tickets are: \$6 (Ages 3 & Lower), \$28 (Ages 4-12) and \$36 (Ages 13 & Up).  
Rates for Beach Day Tickets for residents are: \$6 (Ages 3 & Lower), \$38 (Ages 4-12) and \$48 (Ages 13 & Up).

**What forms of payment are accepted?** Payment can be made in cash, credit card (with identification), or certified cheque. No personal cheques.

**Can we add participants on the day of the field trip?** Yes, but it is subject to available spaces & prices. 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.

**Do you refund guests that don't show?** No, tickets are non-refundable.

**What should I wear?** You should wear your swimsuit under your clothes and have clean dry clothes to change into at the end of the program. Other items to consider: towel, sunscreen, hat and rashguard.

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

**Where do I 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 I do when I get to the PI ferry terminal?** You should check-in at the ticket window at the time cited in your confirmation documents.

**What do I do once bands are issued?** Separate the bands so that each person will be wearing the correct band – encounter and/or beach day. Aquapark bands are only for guests with a beach day ticket. Adults should put bands on themselves first then on any children. The band should fit loosely around the wrist but not be able to slide off the wrist.

**What if some of my party are late?** Tenders will NOT be held up for any late participants. All Seize the Seas Teachers and their discounted guests must board the 8:30 AM tender.

**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.

**Are there lifeguards at Blue Lagoon?** Yes, certified lifeguards are posted in lagoon swim areas. For safety, we also recommend that adults attending to kids in 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.

**If we buy Beach Day tickets, how much time can we play in the Aquapark & Bounce Parks?** Each of the inflatable parks is open all day. Spaces subject to available lifejackets and park capacity.

**Can we tour the facility independently?** No, guests participating in the Seize the Seas Program are escorted by an Educator through all their activities. Beach access is NOT included unless purchased separately and will be available after the program is completed at 11 AM.

**Does my program include food or beverage?** A juice and healthy snack are included for each teacher in this program. If you purchase Beach Day tickets, lunch is included in each ticket.

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

**Are there any FREE photos for teachers?** Yes, this program includes a professional photo of the participating teacher. The program also includes an educator's kit with recycle tote, water bottle & DVD/CD.

**What times can we choose to come back from the island?** This program ends at 11 AM and guests will return to Paradise Island around 11:30 AM. If you purchase Beach Day tickets, you may choose from the following departures: 1 PM, 2 PM or 4 PM.

**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.