

Frequently Asked Questions - Sightseeing

Booking & Tickets

How do I book a cruise?

Easy! Head to our website, pick your cruise, choose your date, and voilà—you're coming sailing with us. Prefer a human over a screen? Call our office on 07483 038487 or visit our lovely team in the blue kiosk on Poole Quay are always happy to help.

Do I need to print my tickets?

Nope. Save the trees and the printer ink. Just show your ticket on your phone when you arrive and we'll get you onboard faster than you can say "all aboard!"

Can I change my booking?

Plans change—we get it. Just contact us as soon as you can and we'll do our very best to move your booking to another date (subject to availability and the usual sensible stuff).

Can I cancel my booking?

If something comes up, let us know as early as possible. Refunds and cancellations are handled in line with our booking terms. We'll talk you through your options and do what we can to help.

Do children / infants need tickets?

Yes—tiny humans still count as passengers (even the ones who insist they're dinosaurs). Infant tickets are free and can be bought from our website or our blue kiosk on Poole Quay.

Do you take group bookings?

Absolutely! Whether it's a birthday bash, school trip, family takeover, or work outing, coach group—we love a crowd.

How do I board from Swanage Pier

Our ticket kiosk on Swanage Pier is only manned in school summer holidays so tickets can be purchased in advance through our website or by calling our amazing office team. If you can't do either of those our crew can sell tickets onboard subject to seats being available. The postcode for the pier is BH19 2AP and there is parking on the pier or at the car park alongside.

Do we need to book the train for the Seatrain adventure?

No, your ticket covers the cruise and train element. Just board a train time of your choice and show your ticket to the ticket inspector when asked.

Before You Sail

Where do you sail from?

Right from Poole Quay—nice and easy to find, hard to miss, and usually smells faintly of fish and chips. The postcode for departure is BH15 1HJ – Blue Kiosk on The Quay.
What three words: PARTOL-PINTS-DICES (Pints!! A very suitable and appropriate location we feel!!)

What time should I arrive?

We recommend **15 minutes before departure**. Boats, unlike buses, cannot wait... and captains get twitchy when people run down the quay waving at them.

What happens if I'm late?

We hate leaving without people—but once the gangway is off, it's off. Please allow extra time, especially during busy periods.

What should I wear?

Dress for the British seaside... which means sunshine, wind, rain, or all three at once.

Can I bring a pushchair?

Yes—foldable ones are best. Children must be removed from the pushchair to board the vessel.

How far is the Swanage Railway Station from Swanage Pier?

Around a 10-15 minute walk at a leisurely pace (past lots of good shops & cafes!)

Accessibility & Safety

Are your boats wheelchair accessible?

Our vessels can only accommodate wheelchairs if the person can walk over the gangway due to the variations in tide. Foldable wheelchairs / rollators can be carried onboard, battery-operated ones have to be left on the quayside. For the less mobile our crew are always happy to help you board and find a seat. If you have any concerns, get in touch before booking—our team will happily help.

Is it safe for children onboard?

Absolutely. Safety is our top priority (closely followed by making sure everyone has a brilliant time). All our vessels are fully licensed, regularly inspected, and fitted with life-saving equipment. Our crew are highly trained, experienced, and very used to keeping little explorers safe while they enjoy the adventure.

Do you provide life jackets?

Yes, we do. Life jackets are available onboard in the event of an emergency.

Onboard Life

Is there seating onboard?

Of course! Plenty of seating inside and outside, so you can choose sunshine, shelter, or the best photo angle.

Are there toilets onboard?

Yes—because nobody enjoys a cruise that turns into a bladder endurance test.

Can I buy food or drinks onboard?

All of our cruises have refreshments available at our café bars onboard —perfect for a treat while you enjoy the views.

Can I bring my own food and drink?

Sometimes yes, sometimes no—it depends on the cruise. If in doubt, ask us before turning up with a picnic worthy of a royal garden party. No alcohol is allowed to be brought onboard on any cruise without prior permission in writing.

Are children welcome?

Absolutely! We're proudly family-friendly—and used to answering important questions like "Are we nearly there?" every five minutes.

Can dogs come too?

Well-behaved dogs are welcome on our sightseeing cruises and are welcomed on Swanage Railway. If they're friendlier than most humans, even better.

Is there commentary on the cruise?

Yes of course, the captain will point out some interesting facts, with some questionable humour mixed in!!

Weather (Because... It's Britain)

What happens if the weather is bad?

We sail in most weather—this is the British coast after all. But if it's unsafe, we'll cancel and offer an alternative cruise in the sheltered waters of Poole Harbour or refund.

Will the cruise run if it rains?

Rain doesn't stop us. We have indoor seating, so you won't get wet.

Will it be cold on the water?

Short answer: probably a bit. Long answer: bring a jumper / jacket and you'll thank us later.

Special Events & Private Hire

Do you run special events?

Yes! From themed cruises to family adventures and seasonal fun, there's always something exciting happening onboard.

Can I hire a boat privately?

Yes—and it's a brilliant way to celebrate birthdays, weddings, parties, or just because you want to make some amazing memories.

Do you offer gift vouchers?

We do! Perfect for birthdays, Christmas, or that person who's impossible to buy for.

The Sensible Stuff

Is parking available nearby?

Yes—there are public car parks close to Poole Quay. Give yourself extra time during busy periods... especially in summer. The postcode of the multistorey car park is BH15 1SB

Is the boat safe?

Very. All our vessels are fully licensed, regularly inspected, and crewed by experienced professionals who know their ropes (literally).

Can I take photos onboard?

Please do! Tag us in your photos—we love seeing your adventures (and your attempts at wind-blown selfies).

What if I still have questions?

Ask us! Our team are friendly, helpful, and rarely bite.

Questions We Secretly Love Being Asked

Will I see dolphins?

Maybe! We don't book them in advance, but when they show up, it's pretty magical.

Can I steer the boat?

Nice try. But no—the captain quite likes their job.

Will there be dinosaurs onboard?

Only on certain cruises... and yes, they're surprisingly well-behaved. (Check out our dino cruises on 9th & 10th May!

Is seasickness likely?

Most of our cruises are smooth, but if you're worried, take precautions beforehand—just in case your sea legs need a little encouragement.

Do you stop at Brownsea Island? no, we don't stop at Brownsea Island... but that's actually the best part. We cruise right around it so you get the full postcard treatment from every angle — think secret lagoons, woodland peeking through the trees, and those “wish I had my camera ready” moments on repeat. Stopping is nice... but circling it properly is where the real magic happens.

Can we get off at Old Harry's Rocks?

no —unless you've got climbing gear, and not got a fear of heights. They're a sheer chalk cliff formation, not a dock — so we admire them the sensible way: from the boat, where you get the best view *and* keep your feet dry.