

MOOLOOLABA
CANAL CRUISE
Est. 1963

No Pets Policy

At Mooloolaba Canal Cruise, we love animals — but to ensure the comfort, safety, and hygiene of all guests onboard, we operate under a strict no pets policy.

General Policy

Pets and companion animals are not permitted onboard any Mooloolaba Canal Cruise vessel.

This includes, but is not limited to, dogs, cats, birds, and other domestic animals.

The policy applies to all public cruises, private charters, and special events.

Assistance Animals

We recognise and fully support the rights of guests who rely on certified assistance animals.

As such, Guide Dogs, Hearing Dogs, and Assistance Dogs are welcome onboard in accordance with Australian law.

To ensure a smooth experience, please note the following requirements:

- The dog must be appropriately trained and accredited under a recognised assistance animal program.
- The animal must wear its official identifying harness, jacket, or badge while onboard.
- The handler may be asked to present evidence of accreditation (e.g., an identification card or documentation issued under state or federal law).
- The assistance animal must remain under control at all times and may not obstruct aisles, exits, or walkways.

Booking & Notification

To help our crew prepare, guests travelling with an assistance dog are encouraged to notify our team at the time of booking or prior to boarding.

This allows us to allocate suitable space and ensure your comfort during the cruise.

MOOLOOLABA
CANAL CRUISE
Est. 1963

Our Commitment

Mooloolaba Canal Cruise is committed to providing a welcoming, inclusive, and accessible experience for all guests.

While pets cannot be accommodated onboard, we're proud to support the independence and inclusion of guests travelling with recognised assistance animals.

If you have any questions or queries, or there is anything we can do to help, please don't hesitate to get in touch with us on 0411 368 248 or via email info@mooloolabacanalcruise.com.

We look forward to having you onboard!