

Port Stephens Irukandji Shark & Ray Encounters Admission Only

• Flexible. up to 2 hours •

• KEY FACTS •



1. Single entry to the Aquarium
2. Fish food
3. Aquarium tour
4. Educational talks by fish keepers
5. Feed animals from the edges of the pool



1. Transport from/to hotels
2. Food & beverages not listed as Inclusions
3. Souvenirs
4. Travel Insurance
5. Any optional extra items (including but not limited to Shallows Encounter in Wetsuit / Tropical Snorkel / Shallows Encounter in Socks / in-water experiences / photo packages) that are not included in the standard admission. All optional extra items are at own expense.

How to get there

• By Car

Located approximately 210km north of Sydney Domestic Airport, takes about 3 hours; approximately 25km east of Newcastle Airport, takes about 25 minutes; approximately 12km southwest of Nelson Bay, takes about 15 minutes.

- From Newcastle

When leaving from Newcastle follow the signs towards Nelson Bay. At Salt Ash you will precede through 2 Roundabouts. About 10 minutes later you will come up to a third roundabout. Turn right at the roundabout from Nelson Bay road onto Jessie road and you will head straight into the new Irukandji.

- From Nelson Bay

If you are leaving from Nelson Bay follow Nelson Bay Rd for about 10 minutes. You will pass through the roundabout that turns off towards Anna Bay to your left. Not long after this you will come upon another roundabout. Turn left at this roundabout onto Jessie Road and right into Irukandji.

- Free Onsite parking available

• By Public Transport

Unfortunately there is no direct public transport available. Most visitors drive or arrive on a coach tour. If you do not drive, please book one of the day tours that visits the Port Stephens.

Operating hours

Daily*	09:00 - 17:00	Last tour at 15:30
Christmas Day (25 December)	Closed	

Check-in requirements

Please ensure you arrive at the ticket office 15 minutes before your scheduled tour time to allow enough time to check in. Regrettably, failure to arrive before this time will most likely be classified as no-show and result in forfeiting the booking and it cannot be refunded or transferred.

If you are not familiar with the area or travelling on a weekend or local public holidays / school holidays, please make sure you've checked your timetable or driving route beforehand, and allow extra travelling time for unexpected delays to ensure you do not miss your check in.

What to bring/wear

- Appropriate clothing for all weather conditions, eg. jacket for cooler months.
- Comfortable enclosed walking shoes
- Camera (waterproof)
- Money / credit card for optional purchases

Other info

【Important Post-Covid Service Information】

- Visitors are not permitted to enter Irukandji Property if they:

- are experiencing any flu-like symptoms (sore throat, runny nose, persistent cough, shortness of breath, fever);
 - have been in close contact with a person who has tested positive for COVID-19 (during the period of time in which the virus is contagious);
 - are awaiting the results of a test for COVID-19;
 - reside with anyone who is awaiting the results of a test for COVID-19
 - have returned from international travel and failed to observe the government requirement to quarantine for 14 days
 - have been in a virus hot-spot in the last 14 days
- Visitors who are subject to any of the above conditions for exclusion must be willing and able to agree to the following requirements to:
- Provide Irukandji with their name and contact details and consent to Irukandji providing their name and contact details to the NSW Department or any other third-party government department, as required to enable contact tracing procedures;
 - Acknowledge that they may be asked to wait, or be refused entry in the event that the site has reached its total capacity under NSW Health social distancing requirements;
- Please refer to <https://sharkencounters.com.au/covid-19-policy/> for the latest updates during the post-Covid period.

• Child Policy

- A person aged 3 to 16 years is classed as a child; and
- For children aged 2 years and under, no admission fee will be charged.
- Youth 16 years and over may enter the facility without an accompanying adult. Appropriate ID or other proof of age must be presented. Irukandji reserves the right to verify the age and identity of any unaccompanied minor or young guardians.
- Children under 16 years must be accompanied by a paying adult, and must remain under the control or supervision of the adult at all times.
- Youth 12 years and over may enter the water without an accompanying adult entering the water with them.

- Admission ticket will include entry to most, but not all, areas of the Attraction. Subject to availability and at Irukandji Shark and Ray Encounters discretion, Visitors may be able to purchase additional tickets to obtain access to all areas of the Attraction.

• The Best Time for a Shark Encounter

During winter hours, the quietest times to visit are on weekdays or prior to 12:00 or after 14:00. During summer hours, the quietest times to visit are prior to 10:00 or after 15:00.

【Facility Policies】

• No Smoking

Smoking is strictly prohibited within 20 metres of Irukandji Shark and Ray Encounters building.

• Use of flash is prohibited

Please remember not to use the flash when taking photos or videos as the majority are nocturnal species.

• No Pets

For the safety of your pet and the animals in the aquarium, pets are not allowed in the facility. There is a shaded forest next to the aquarium that may be used to keep them cool, however in the middle of summer it could still be too hot for them in this location. Seeing eye dogs are permitted in the facility.

• Strollers

Strollers are permitted throughout the Attraction. Please be considerate of other visitors as you navigate your way.

- Irukandji Shark and Ray Encounters will endeavor to ensure that as many exhibits as possible are on display. The Service Provider may, however, without prior notice and without refund or compensation, change the operating hours of the Attraction, close the Attraction or any part of it temporarily, restrict the number of persons having access to the Attraction, and/or close any part of the Attraction or interactive program for operational reasons.

- Unnecessary noise (such as that from the use of radio sets and other electrical equipment), or any behaviour likely to cause annoyance disturbance to other visitors and/or animals or confusion of any kind is not permitted in any part of the Attraction.

【What NOT to Bring】

• Your own wetsuits

Unfortunately marine diseases can be transferred in to the tanks if wetsuits allowed that have not been treated into the water. The animals health is the most important thing of all.

• Creams, lotions, repellents

Please don't spray/wipe anything onto your skin before visiting Irukandji. If you want to use sunscreen it must be certified as reef-friendly so as not to leach harsh chemicals into the animal's habitat. Read more about reef-friendly certification here <http://haereticus-lab.org/protect-land-sea-certification/>

• A Snorkel

Please use the equipment the Service Provider provide so as to avoid possible contamination

from other sources. The masks and snorkels are sterilised after each use for your protection and hygiene.

• **OVERVIEW** •

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Entry to Irukandji is a unique, unlike the usual aquarium viewing through glass guests have the ability to meet the wildlife, pet them and feed them with provided included food at various pools. Experienced guides interacting with the animals & guests will also present the entertaining Shark Show every hour.



Port Stephens Irukandji Shark & Ray Encounters

About Irukandji

Irukandji's mission is to positively impact the ocean through marine education and introducing visitors to misunderstood ocean predators and providing the perfect experience through fun and fear.

This unique experience is a once in a lifetime opportunity to interact with marine life by joining them in their world. Feeding a natural predator in the wild can create an array of impacts from damaging delicate ecological systems to influencing the behaviors of these animals to associate humans with food. Irukandji takes away that danger with a wide array of friendly sharks and rays just bursting to say Hi.

Irukandji is a massive family, fish and staff alike, whose life dream is to reveal the true character of some of the worlds most beautiful, intelligent, elusive creatures and at the same time educate us about the Australia's delicate ocean ecosystems.

Highlights

- Perfect for the less adventurous visitors
- Un-believable Aussie experience, great for photos
- Does not involve getting changed
- Tailored to the individual needs on the day
- Indoors protected from the elements
- Learn about the animals from the experienced guide
- Feeding the Sharks and Rays
- Opportunity to touch/pet the Sharks & Rays
- This experience is dry and takes place around the edges of the pools

The Experience

All visitors will receive a guided tour and are personally introduced to the Fish whilst embarking on an educational adventure. All ages can participate, even tiny infants get to don a wetsuit* and paddle with the sharks, its completely safe. (*Shallows Encounter in Wetsuit at extra cost)

Learn some ocean secrets and make the most unexpected friends. Irukandji is completely undercover and protected from the elements, it's your year round one stop ocean creature experience and not to be missed.

• POLICY •

Cancellation Policy

- If you cancel at least 14 day(s) in advance of the scheduled departure, there is no cancellation fee.
- If you cancel between 0 and 13 day(s) in advance of the scheduled departure, there is a 100 percent cancellation fee.
- If no show, no refund.



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