



Frequently Asked Questions for Public Nature Walks

Adventure Mechanics

1. What is the duration of the nature walk?

The duration of our walk is approx. 1.5 – 2 hours long. However, please allocate more time as buffer and to account for time needed to rest and clean up.

2. Why does the time of nature walk vary?

As our intertidal walks are conducted during the low tide timing, the time of walks vary according to these tidal timings.

3. What is the ratio of participants to each Educator?

The ratio of participants to educator is approximately 10:1

4. What should the recommended age of the child be to join our programmes?

We recommend children age 2 years and above to join us for our explorations. Please note that Labrador Park Intertidal, Coney Island and Pasir Ris Intertidal will require the child to be at least 5 years and above. Sentosa Tanjung Rimau will require the child to be at least 4 years and above.

5. Can I bring along a child below 2 years of age to join our walk?

Sure! However please do manage your expectations that you may be required to carry your child for majority of the walk if they are tired.

6. Our child is below 5 years old, which programme is suitable for him/her?

We recommend going for the following walks for the young ones:

- *Sungei Buloh Mangrove Exploration*
- *Changi Sandy Intertidal Walk*
- *Changi Seagrass Intertidal Walk*
- *Punggol Promenade Pebbly Patrol*
- *Pasir Ris Park Mangrove Exploration*

7. Do parents always have to accompany their child(ren) during the programmes?

We highly encourage parents to accompany their children for the programme as it is a great family-bonding activity. Children must be at least 7 years old to participate alone for the programme.

8. Where do I meet for the adventure?

More information will be sent to you once your booking is confirmed.

10. Will transportation be provided?

Transportation will not be provided. We will meet participants near the location of walk for briefing and introduction prior to our adventure (more detailed information will be sent to you after confirmation of your booking!).

9. Do you have a Wet Weather Plan?

We will be monitoring the weather forecast closely prior to the walk. If the weather is not suitable, we will inform you of the cancellation of the programme on the morning of the walk itself. In the event it rains heavily (lightning risk) during the programme, we will commence our wet weather programmes such as interaction with live animals and artefacts (e.g. seahorses, horseshoe crabs) under sheltered pavilions. The walk will continue once the weather clears up, and deemed suitable to continue. Should there be only light showers, we will proceed with wet gears (umbrella and raincoat).*

**only for intertidal walks*

Walks that are cancelled due to wet weather are not forfeited and you will be able to reschedule to any of the upcoming walks within 6 months of your tickets' purchase.



Adventure Preparation

10. What do I need to prepare for the adventure? What should we wear for the adventure?

Insect repellent, poncho, water booties/ covered shoes for the walk, comfortable clothes (long pants are recommended), and your adventurous self!

11. What kind of footwear is required for our nature walks?

For all our intertidal walks, we require participants to wear covered shoes, water booties, or crocs for a safe and immersive experience.

For Sungei Buloh Mangrove Exploration, we recommend participants to wear comfortable covered shoes for the walk.

12. Can I bring my slippers as an extra footwear after my intertidal walk?

Yes, you may bring along a pair of slippers to change into after our intertidal exploration.

13. Can I bring a stroller along for the adventure?

Prams are not recommended at the beach where it will be sandy and rocky (location dependent).

You may bring along for Sungei Buloh and leave it at security guard post before the walk, but it may be left unattended if the security guard is not on duty during the time of our walk.

14. Can I reschedule my date of walk?

*Any changes to booking must be done at least **14 working days** prior to the walk. Any changes requested after will not be allowed.*

Please note that in the event of any personal unforeseen emergencies (e.g. medical reasons), Young Nautilus will not be able to schedule your booking and the walk will be forfeited.



Adventure Booking

15. How do I register for your explorations?

Click here <https://youngnautilus.com/shop/> to register for our walks now.

16. Can I add one more adult/child to join our adventure after my booking has been confirmed?

Yes, you can! (subjected to the availability of slots for the walk) Kindly purchase an additional adult/child ticket for the same date of walk here <https://youngnautilus.com/shop/>

17. I have previously purchased a “Diving” into the Marine World (4 nature walks) Package. How do I go about booking my walks?

Kindly inform us the date of walk you would like to attend via email (contact@youngnautilus.com), along with your contact information and your receipt number.

18. Do you have discounts for returning customers?

Enjoyed the adventure with our educators and find the walk enriching for you and your child/children? We would love to hear your feedback by leaving a review on our Facebook page (<https://www.facebook.com/youngnautilus/>) and we will offer you a special **5% discount off*** the usual price for you and your family to join us again in our future walks!

Your review is very important to us as Young Nautilus is at a young phase of gathering more feedback. A promo code (valid for 3 months) would be sent to your email after you leave a review. *ala carte tickets only and not applicable with other discounts / promo

19. Do you do private group walks?

yes, we do! Kindly fill up an enquiry form here (<https://youngnautilus.com/contact-us/contact-us-public/>).

Refunds

20. Will there be refunds should the walk be cancelled?

Purchased walks are not refundable. Should the walk be cancelled, participants will be informed beforehand to reschedule their walks to another suitable date.

21. Do you allow subsequent withdrawal with full refund?

Purchased walks are not refundable. If you would like to change your date of walk or inform us of your unavailability, kindly inform us at least 5 working days in advance of the walk.

The walk will be forfeited if Young Nautilus is not notified 5 working days prior to the walk.

22. If I would like to reschedule my walk but there is no suitable session available, will a refund be provided?

Purchased walks are not refundable; tickets are valid for 6 months from date of purchase. You may select to book any suitable date of walk for your family and friends within the 6 months validity period. If you have any trouble finding a suitable date during the 6 months validity period, please do contact us (contact@youngnautilus.com) so that we can assist you further with your booking.

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Can't find an answer? Your question must be pretty rare.
Feel free to drop us an enquiry at contact@youngnautilus.com.