



31 Corrine Place Key Largo, FL 33037

PHONE (305) 451-1993 FAX (305) 451-3710 TOLL FREE 866-860-SWIM (7946)

Website: www.dolphinsplus.com email address: info@dolphinsplus.com

Congratulations!

Your reservation information to participate in our Dolphin Swim Program is in the attached e-mail.

In order to make your experience more enjoyable:

- **Please plan to wear a comfortable swimsuit and bring a towel. We have changing rooms and showers available for your convenience.**
- **Please plan to arrive 15-20 minutes prior to scheduled time for check-in.**
- **Due to a strict feeding schedule late arrivals will not be allowed to participate.**
- **A good understanding of spoken English is required.**

We've also enclosed a brochure (below) outlining our program. In the meantime, if you have any questions before you arrive, please don't hesitate to contact our staff at 305/451-1993 or 866-860-7946.

Sincerely,

THE DOLPHINS PLUS TEAM

DIRECTIONS TO DOLPHINS PLUS:

When coming down into Key Largo from the North (Miami and above), it is best to travel on the FLORIDA TURNPIKE (toll road) all the way to Florida City. There the turnpike ends and becomes U.S.1. For anyone coming from the West Coast of Florida, it is best to take INTERSTATE 75 (Alligator Alley) across to the Florida Turnpike, then take the Turnpike south to Florida City. Be alert for Turnpike signs to HOMESTEAD or FLORIDA CITY or KEY WEST. *****DO NOT TAKE THE TURNPIKE INTO MIAMI***** Once you are on US1, travel south approximately 20 miles to Key Largo. Watch the MILE MARKER signs on the side of the road.

ENTERING KEY LARGO FROM THE NORTH: As you pass Mile Marker 100(MM100), you will see the Holiday Inn on the left. Start slowing down and within a block you will come to an intersection with traffic lights. At this light, make a left turn (onto Atlantic Blvd). Go one short block and turn right (onto Homestead Ave) Go one block to the stop sign and turn left on Ocean Bay Drive. We are about 1/2 mile ahead on the right, immediately before the small bridge.

ENTERING KEY LARGO FROM THE SOUTH: Drive north on US 1 to MM99 1/2 you will see a yellow flashing light OVER the highway. At these flashing lights, make a right hand turn on East Drive. Go one long block to the stop sign and make your first right hand turn onto Ocean Bay Dr. We are about 1/4 mile ahead on the right, immediately before the small bridge.

Located on the ocean side of Key Largo, Florida, DOLPHINS PLUS, INC. operates a marine mammal facility involved in environmental education programs, in-water therapy with disabled children, and the study of inter-species interaction between dolphins and humans. Dolphins Plus, Inc. is also a member of the National Marine Mammal Stranding Network. We work closely with organizations such as the Marine Mammal Rescue Foundation, Inc. and the in-water therapy programs offered by Island Dolphin Care, Inc. Dolphins Plus, Inc. has developed a totally new procedure in acclimating dolphins to humans. This has enabled us to design research and educational programs to accumulate information about inter-species contact and to advance the use of Animal Assisted Therapy with disabled individuals. We have developed 2-day children's camps and 3 & 4-day educational programs involving classroom sessions, field trips to the Everglades and offshore reefs, and in-water sessions with the dolphins. Further information about our educational programs is available upon request. For more information about therapy, please call Island Dolphin Care at 305-451-5884.

DAILY SWIM PROGRAMS

We offer a Natural dolphin swim, a Structured dolphin swim, a Cuddle with Castaway wade encounter, and a Sea Lion swim, all of which are described in more detail below. These programs are designed for individuals interested in learning more about dolphins and sea lions and their environment and interacting with the dolphins on their level.

All programs include an educational briefing and an opportunity to swim and interact with dolphins or sea lions in a natural ocean water basin.

ALL OF OUR PROGRAMS REQUIRE A GOOD UNDERSTANDING OF THE ENGLISH LANGUAGE. ALL PARTICIPANTS MUST BE COMFORTABLE IN DEEP WATER IN WHICH THEY CANNOT STAND.

Participants in any program should plan to spend at least two hours here at Dolphins Plus, Inc. Any necessary equipment (e.g. mask, fins, snorkel, wet suit, flotation vest) will be provided at no additional cost.

NATURAL SWIM (9:30am and 1:30pm daily)

This program begins with an informational briefing (lasting approximately one hour) that includes topics on dolphins' natural history, intelligence, anatomy, communication, social structure, environmental issues, and the best way for human participants to conduct themselves in the water to swim and interact comfortably with the dolphins. Questions are encouraged.

Participants in the Natural swim must be experienced with snorkeling equipment prior to taking part in our program. Swimmers must be comfortable in deep water without using a flotation device. As much diving and swimming underwater as possible is recommended. The dolphins are acclimated to swimming with humans, but we do not use any signals, commands, or food rewards to have them do trained behaviors. In this program, the dolphins set the pace! Swimmers will be able to see the dolphins around them, but there is no guarantee of physical contact between swimmers and dolphins. The in-water is 30 minutes.

Participants must be 8 years or older. Children 8 to 12 years old must be accompanied by a participating parent or guardian. Minors from 13 to 17 years old must be accompanied at the facility by a participating or observing parent or guardian. Pregnant women are not allowed to participate.

Also available is a 'double natural swim' program specifically designed for those wanting more natural in-water time with the dolphins, available in the morning. Swimming with the dolphins for 1 hour (60 minutes).

STRUCTURED SWIM (8:30am, 12:45pm and 3:00pm daily)

The structured program begins with an educational briefing and orientation lasting approximately one hour. The briefing contains general information about the dolphins and their anatomy, social structure, environmental issues and explains the types of "hands on" behaviors that will be experienced during the program. Questions are encouraged.

Following the briefing, swimmers will be divided into smaller groups and assigned to a platform. Participants will then take turns entering the water and interacting hands-on with the dolphins at the direction of a trainer. Contact is guaranteed, but the specific behaviors and activities may vary depending on the dolphins and trainer. Participants must be comfortable in deep water, but flotation vests are used by all swimmers in the structured program. There is no free swimming or diving in this program and no snorkeling equipment is used. There is no designated in-water time for the structured swim: each participant will complete a certain series of hands-on behaviors and the amount of time may vary. Participants must be 7 years older. A participating parent or guardian must accompany children 7 to 12 years old. Minors from 13 to 17 years old must be accompanied at the facility by a participating or observing parent or guardian. Pregnant women may not participate in this program.

SEA LION SWIM (9:00am and 1:15pm, daily)

This program begins with a 20-30 minute educational briefing. Swimmers learn some general information about our California Sea Lions and discuss the behaviors that will be done in the program. The interaction will involve mostly platform behaviors and some in-water behaviors. Each swimmer will do all the behaviors one on one with the sea lion.

This program requires that participants be able to swim and feel comfortable in deep water, but snorkeling ability is not required. All swimmers will wear a flotation vest in the water. Swimmers must be at least seven (7) years old to participate. Anyone under the age of eighteen (18) must be accompanied on premises by a participating or observing parent or guardian age eighteen (18) or older. Pregnant women may not participate in this program.

CUDDLE WITH CASTAWAY (1:00pm, daily)

The "Cuddle with Castaway" program offers a unique opportunity to interact in an up-close and personal experience with an offshore bottlenose dolphin while standing in waist deep water.

Castaway is a recent arrival to our facility from the Marine Mammal Conservancy, a marine mammal rescue foundation. She is clinically deaf and is not able to be returned to the wild. She is very tactile and is enjoying touch

interactions with our staff and guests. These interactions seem to be greatly appreciated by her as she adapts to her new environment.

Our "Cuddle with Castaway" program is offered daily at 1:00 pm. This interactive program is great for swimmers and non-swimmers alike. Your experience begins with a 20-minute educational briefing introducing you to Castaway. Here you will learn about bottlenose dolphin anatomy, physiology, natural history, animal training, as well as, the many differences between near shore and offshore dolphins. Then get ready to enter the water, where a trainer will introduce you to Castaway. Groups of no more than 3 people interact with Castaway from an in-water platform, feel her smooth skin and get to know a dolphin in a way that you never thought possible. Your interactions with Castaway will range from hugs, kisses, and handshakes to body rubs, belly rubs and a hands-on dolphin anatomy lesson. An experienced dolphin trainer guides all interactions.

Participants must be at least 10 years of age to participate. A participating parent or guardian 18 years or older must accompany swimmers age 10 to 12. Swimmers age 13 to 17 must be accompanied at the facility by a participating or observing parent or guardian age 18 or older. Pregnant women may not participate in this program.

<<<< ALL PRICES SUBJECT TO CHANGE WITHOUT NOTICE >>>>

Non-peak season dates/pricing:

Jan 5th - Feb 13th
May 1st - May 31st
Sep 1st - Dec 14th

****Peak season dates/pricing:**

Feb 14th - Apr 30th
Jun 1st - Aug 31st
Dec 15th - Jan 4th

Natural Swim: \$ 135.00 per person
Double Natural Swim: \$ 220.00 per person
Structured Swim non peak: \$ 165.00 per person
person
Combo Swim non peak: \$ 250.00 per person
Sea Lion Swim: \$ 120.00 per person
Cuddle with Castaway: \$ 150.00 per person
Adult Observers: \$ 10.00 per person
Child Observers (7-17 yr.): \$ 5.00 per person
Children under 7: no charge

Natural Swim: \$ 135.00 per person
Double Natural Swim: \$ 220.00 per person
Structured Swim peak**: \$ 185.00 per person
Combo Swim peak**: \$ 260.00 per person
Sea Lion swim: \$ 120.00 per person
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Adult Observers: \$ 10.00 per person
Child Observers (7-17 yr.): \$ 5.00 per person
Children under 7: no charge

Photo CD's Available:

For 1 or 2 swimmers, minimum 20 photos: \$ 79.95
3 swimmers, minimum 30 photos: \$ 89.95
4 swimmers, minimum 40 photos: \$ 99.95
5 swimmers, minimum 50 photos: \$ 109.95
6 swimmers, minimum 60 photos: \$ 119.95

All CD's include 30 standard photos of our dolphins and sea lions, plus the indicated number of photos of your swim. Additional copies of your CD are \$15.95 each. Please ask about availability.

Also available Professional Video DVD:

For 1 or 2 swimmers \$ 110.00
Each additional person: \$ 10.00 Additional copies of your DVD are \$18.00 each.

DOLPHINS PLUS, INC. POLICIES

TICKET POLICY:

All programs are by appointment only. All tickets must be purchased in full at the time the reservation is made. Once full payment is made, a confirmation and program information will be mailed, e-mailed or faxed to you. If your reservations are last minute, you will be given directions to our facility and the ticket will be held for you at the check-in point. ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

CANCELLATIONS:

Your ticket payment is refundable, except for a \$10.00 service charge, providing cancellation is made NO LESS THAN 7 DAYS prior to the swim date. If a reservation is canceled within 7 days, but more than 24 hours prior to the swim

date, you will be refunded at a 50% rate. No refunds will be given for any cancellations made less than 24 hours prior to swim, or for those who do not show up (NO-SHOWS) for a scheduled swim.

RESCHEDULING:

There is no penalty for rescheduling a swim to an earlier date or time if space is available. Switching to a later date or time less than 48 hours prior to swim will result in a rescheduling fee of \$10 per swimmer.

DELAYED ARRIVAL:

Should you encounter any transportation or travel delays in arriving at Dolphins Plus for your scheduled program, please call and let us know about your situation. It **MAY** be possible to reschedule you to a later day or time and allow you to avoid being a NO-SHOW.

PROGRAM CHANGES:

Dolphins Plus, Inc. reserves the right to make changes to programs or even cancel sessions for reasons including: severe weather, water conditions, and the animal's well being. Dolphins Plus, Inc. also reserves the right to remove from the water any participant who by his/her actions is endangering themselves, other swimmers, endangering the dolphins or interfering with others in the program.

PHOTOGRAPHY:

Dolphins Plus, Inc. allows the use of still cameras (both surface and underwater during the natural swim program). **NO UNDERWATER FLASH IS PERMITTED.** Only surface cameras are allowed in the Structured Program. Video or movie film cameras are allowed on the surface, but not underwater during any program. We normally carry a supply of 35 mm and Advantix films as well as disposable cameras for both surface and underwater use.

Americans with Disabilities Act: In accordance with the Americans with Disabilities Act of 1990 (ADA), disabled persons who, because of their disabilities, need special accommodations to participate in our programs should contact us, by letter, phone or fax, no later than 7 days in advance of chosen program date and time. Personal safety must be taken into consideration when taking part in our programs.