

Water Taxis Australia

Booking guide

How to request a water taxi fare online

Use the booking form to enter your pickup and drop-off, choose Book Now or Book Later, and request a fare. No payment is taken until a vessel accepts.

1

Enter pickup

Type your pickup wharf, marina, jetty, suburb or address. Choose a suggestion if one appears, or keep your typed location.

2

Enter drop-off

Type the destination the same way. The form works directly from the pickup and drop-off fields.

3

Choose Book Now or Book Later

Book Now is for same-day requests. Book Later is for scheduled trips, after 9 PM same-day requests, and next-day pickups.

4

Pick date and time

Scheduled pickups use 30-minute intervals inside the 6:00 AM–10:00 PM AEST service window.

5

Select passengers and vessel

Choose passenger count and whether you need a water taxi transfer or water limo charter.

6

Request fare

Press Request fare to send the request for supplier confirmation. No payment is taken until a vessel accepts.

7

Confirm and wait for skipper

After confirmation, you land on the confirmation page and receive updates by email and SMS.

Terms & support

Plain-English booking conditions

Key customer terms

- ✓ Service hours are 6:00 AM to 10:00 PM AEST.
- ✓ After 9:00 PM same-day and any next-day pickups must use Book Later.
- ✓ A fare request is not a guaranteed booking until a skipper accepts it.
- ✓ No payment is taken until a vessel accepts the request.
- ✓ Refunds go to wallet credit by default; customers can cash out to the original card from the wallet page.
- ✓ Typed pickup and drop-off details are enough to request a fare.

Need help?

For normal booking support, email support@watertaxisaustralia.com.au or reply to your booking email.

Phone support is for emergency booking issues only. Please use the online booking system wherever possible.