

## GENERAL RULES:

Depth limits must be respected according to the divers' certification levels.

Please notice that the schedule may change due to weather conditions and the divers certification levels.

Each diver before starting diving or dive course need to sign medical statement. If you have medical issues, please bring signed medical form from your physician.

Diving center managements preserves the right to change prices without prior notice.

## Terms & Conditions for Online Booking

### BOOKING AND PAYMENT POLICY

1. The contract is stipulated between you and "SCUBA SUR COMPANY", Anfi Resort Barranco de la Verga - s/n E-35120 Arguineguin, Las Palmas de Gran Canaria, Spain  
Commercial Registration Number:
2. We are responsible for providing and guaranteeing all your booked services. In making the booking, confirmed with the full payment of the ordered services, you will receive a voucher by email with the description of all the ordered services and payment in detail. You must print them out and show them at check-in at the Diving Centre.
3. You must pay any additional charges and extra-activities, which are pre-booked in advance, using the online credit card system or if they are directly provided in resort they must be settled at the Diving Centre, by cash or credit card.
4. It is your responsibility to ensure that you fulfill the necessary prerequisites to participate in the Scuba Diving activities that you book in accordance to your certification level and your logged dives. Please note that:
  1. All divers included in your booking, must hold a regular International scuba diving certification. The certification card must be shown at the Diving Centre upon check-in.
  2. All divers have to be in good health and, in case of particular medical conditions must bring with them a valid scuba diving medical certificate. In case of registration for the Scuba Diving Courses, you will be asked by the Diving Centre to download the "medical disclaimer" form from the booking page of the online site. Whether you answer 'yes' to one or more of the questions of the medical form you must make a medical examination, which declares that you are healthy for scuba diving activities. You can have the medical examination directly on site (the service is chargeable). Either the registration or the medical forms available for download from our website.

PLEASE NOTE that you must bring with you a medical authorization if one or more of your answers to the PADI "medical disclaimer" form is positive.

Your diving instructor responsible on site could decide, for your safety, to invite you for a check dive or could suggest a scuba review to you before beginning your pre-booked scuba diving activities. Please, if you think that you need to have a check dive or a scuba review, book it in advance alongside your scuba diving package to ensure the availability of one of our professional

instructors on the chosen day for the start of your activities. Please read all the information as follows to better plan for your scuba diving activities:

- **You need an Orientation Dive if:**

1. You hold a first level scuba diving certification and you haven't been diving for one year;
2. You hold any scuba diving certification level and you haven't been diving for more than one year;
3. You are diving in a scuba diving site that is completely new for you (Discover Local Dive).

- **You need a Scuba Review if:**

1. You hold any scuba diving certification level and you haven't been diving for more than 6 months.

## **CHANGES OR CANCELLATION OF PREBOOKED SERVICES**

### **Change/Cancellation made by the Diver:**

1. If you need to change/cancel any service of your pre-booked scuba diving activities (scuba diving package or scuba diving course), after the invoice is issued, we will do our best to change the date of booking in accordance with your requirements, with the exception of our operation's problems. It is under the holder's responsibility to inform us in writing of such request.
2. In case of impossibility, by one of the users, to reach the destination, as for "unforeseen circumstances" (\*), we accept to change the user's name provided that all the required conditions about the pre-booked services remain unchanged (including good health condition, to be informed about services, international scuba diving certification to participate to the scuba diving activities, etc.). Please advise us at least two days before about the 'new user name'.
3. We need to receive, 24 hours before the beginning of your scuba diving activities, any information about flight schedule changes, which could cause the consequent loss of one or more prepaid and pre-booked scuba diving days.
4. No refund is due, for the remaining scuba diving services or for an incomplete scuba diving course, in case you decide to interrupt your scuba diving holiday without a reasonable motivation. According to the circumstances, your travel insurance will cover the inconvenience. For this reason we would suggest for you to contact directly your insurance company for any claim.

### **Cancellation Policy:**

#### **1. Hotel Bookings, transfers:**

- A fixed fee of 50 Euros will be charged in case of cancellation, up to the 15th day prior to the arrival date;
- From the 14th day to the 8th day prior to the arrival date, 50% of the total booking amount will be charged;
- From the 7th day to the day prior to the arrival date, 75% of the total booking amount will be charged;
- No show will be subject to full payment.

#### **2. diving Activities:**

- A fixed fee of 50 Euros will be charged in case of cancellation, up to the 15th day prior to the first day of diving activities;
- From the 14th day to the 5th day prior to the first day of diving activities, 10% of the total booking amount will be charged;
- From the 4th day to the 2nd day prior to the first day of diving activities, 30% of the total booking amount will be charged;
- From less than 2 days: 50% of the total booking amount will be charged.

PLEASE NOTE - Your travel insurance probably includes the possibility of a refund about pre-booked and prepaid services that you didn't enjoy. If you couldn't complete the prepaid services, our staff will release a document with a report about all the prepaid and incomplete services. The mentioned document could be used by your insurance company.

### **Change/Cancellation made by Diving Center:**

In case of impossibility of providing the pre-booked services because of “unforeseen circumstances”, which couldn't be under the Diving Center or its suppliers control (as per technical problems, state of war, under threat of war's declaration, civil fights, industrial contestation, natural disasters, bad weather, terrorist activities), or in case the Diving Center doesn't confirm the trip because the minimum number of participants has not been reached, the Diving Center will proceed as follows:

1. with an alternative and equivalent service as per price and characteristic, if it is available;
2. with a lower level service and allow a refund of the difference;
3. a complete refund of the total amount;

PLEASE NOTE: At the Manager of the diving center's discretion it will be possible to quantify and offer a refund according to your needs.

### **GLOBAL WEATHER FORECAST**

It is difficult to foresee exactly the weather forecast. In case of bad weather or in case of unusual weather conditions we are not responsible about the interruption of your scuba diving activities. We invite you to visit the marine weather forecast websites for further details about temperature, wind and precipitations at destination.

### **ACCURACY OF THE ADVERTISING INFORMATION**

We always have a strict check on all the information (as accommodation, courses, scuba diving, routes, timetable ecc.) published in our brochures and database. We make sure that all the information is correct upon their printing and publication, but since some information is entered in advance in the communication system, some advertising could be changed and moreover some information details could undergo a change on our website. In the above mentioned circumstances we try to update all the possible changes in a short-time. Tours, excursions, boat cruises or day trips could be modified because of particular local conditions as: weather, yearly religious recurrences, chiefs of state meeting, unexpected happenings etc. All the mentioned conditions could be the cause of ‘inevitable’ and ‘unusual’ anomalies that could modify all the published information on our brochures or on our website. As soon as we receive any information about short/long-time changes, we will do our best to inform you before your arrival.

We work to keep all our promotional materials up to date, but if you notice that something should be changed please inform us accordingly, as we can promptly re-arrange it.

## **BEHAVIOUR**

Most of the people on holiday want to relax and rest. If we (Boat Captain, Diving Director, Tour Assistant etc) think that your behavior is violating other people's tranquility and fun we reserve the right of interrupting your booked services. In this case we will not pay any refund or repayment.

## **COMPLAINTS**

If you have, during your holiday, any complaint to make, we suggest you give it, as soon as possible, to the Diving Center Director on site. He / She will do his/her best to settle it. We can't guarantee an efficient and quick solution if you don't inform us soon enough. If your problem remains unsettled during your holiday, you can send a written complaint to the SCUBA SUR Director within 21 days from your holiday's end. We will answer you within 7 days by email and within 30 days by post. Mail to: [info@scubasur.net](mailto:info@scubasur.net)

## **THE "SCUBA SUR" DIRECTOR ON SITE**

Upon your booking with us, we will provide you the telephone number of your Director on site, in order that you can contact him/her in case of need.

## **ENVIRONMENTAL PRESERVATION**

It is becoming, day-by-day, more important to preserve our natural resources, landscapes, flora and fauna. Somebody invented the slogan: 'Take just pictures and leave only bubbles' and some countries are using it as slogan for environmental preservation.

We reserve the right to interrupt the scuba diving activities of any diver who, in spite of advice, doesn't care for and respect the environment.

## **THE "SCUBA SUR" COMMITMENT TOWARDS YOU**

If something about the organization and booked activities is not as in the brochure description or its standards don't reach a reasonable level and this situation has to be attributed to us, we will take the responsibility for the professional lack. We are not responsible in case of death, personal injuries or damage when they are not caused by our staff or supplier misdeed, and/or caused by non-compliance with the safety rules explained by our staff. We are not responsible in case of death, injuries and damages caused by unforeseeable events that, even with all the due attention, we couldn't prevent or avoid.

## **RESPONSIBILITY**

We will be responsible in case of death or serious injures which are consequences of the diving centre or our staff or our suppliers misdeeds.

## **THE "SCUBA SUR" WEBSITE**

Website Copyright: SCUBA SUR owns the copyright of the materials inside this website. The access to the website doesn't authorize you to copy and/or propagate such information. It means that you cannot copy or distribute such information in any way.