

Privacy Policy

Our Privacy Policy is very simple and straightforward. We will not, under any circumstances whatsoever give out or sell your information (including name and email address) to anyone. Period. We may send you occasional promotional emails with detailed unsubscribe instructions within each email.

Payments and Refund Policy

Payments are due in full 7 days before the start of each program and a deposit of 50% is required to reserve a place on any of our courses or dive trips.

Our refund policy is simple. If you participate to the best of your ability in one of our programs, and you are not 100% satisfied with the service you receive, we will refund your invoice price for that service. We stand behind our programs and will work hard to make you happy, guaranteed.

We are a zero tolerance facility and will not allow anyone under the influence of drugs or alcohol to dive. No refunds will be issued under these circumstances.

Cancellation Policy

Cancellations made more than 60 days prior to the first scheduled day of diving will receive a full refund. Cancellations made between 60 days and 7 days before the first scheduled day of diving will forfeit the deposit. No-shows or cancellations within 7 days of the first day of diving will not receive a refund.

We are very flexible with cancellations due to medical reasons, weather, and other emergencies. These will be handled on a case by case basis.

If you would like to cancel for an emergency once you have started a dive package, you are only responsible for the retail (non-package) price of the dives that have already been completed. For

courses, the applicable rates are \$200 per day for recreational levels and \$300 per day for technical, sidemount, or overhead environment training. These situations will be judged on a case by case basis.

Student Learning Agreement

All courses are to be paid in full prior to their start date.

ELearning – In cases where electronic learning materials are available, theory should be completed prior to the beginning of the course. This will maximize the amount of in water time during training. In cases where the digital manual is not available, we will try to mail you printed versions of the manual at your request.

Blue Life has a zero tolerance policy for drug and alcohol abuse. At our discretion, any diver found to be under the influence of drugs or alcohol during their course will be expelled from training without a refund.

You should provide insurance that covers you in the highly unlikely event that you are involved in a dive accident. If you do not own a policy that does, please visit the [DAN website](#) and purchase a policy.

You are responsible for damage to any equipment loaned/rented to you throughout your training. Damaged gear will be charged at replacement value.

The typical course duration can be found under the course description on our website. Although we are very flexible with this, you may be charged additional training days if your training exceeds the normal time it takes most students to complete the course. The applicable rates are \$200 per day for recreational levels and \$300 per day for technical, cavern, or cave related training.

Our instructors and the Blue Life management team are available to answer your questions from 8am to 8pm every day during your course. You are responsible for asking any questions you feel are relevant to your training.