

Terms & Conditions for Online Booking

GENERAL RULES

1. For certified divers, one regular dive is obligatory before: a) joining special dives with sharks; b) joining morning boat trips with 2 dives; c) before starting advanced level courses.
2. For certified divers, the first dive can be done in the morning 11:30 (Tuesday, Thursday, Sunday) or in the afternoon 14:30 (Monday, Wednesday, Friday, Saturday).
3. For certified divers who had their last dive one year ago or more, a Refresh package is mandatory before joining boat trips and/or before starting advanced level courses.
4. All divers must hold a regular internationally recognized SCUBA Diving certification; it must be shown at the Diving Center upon check-in.
5. For diving course bookings, students must meet the course pre-requisites prior to booking the course.
6. Customers who are not staying at Viva Wyndham Fortuna Beach hotel must sign and accept the Policy for External guests (scroll down)
7. Upon arrival to Grand Bahama, customers should come to the Diving Center to reconfirm pre-booked services and to arrange the meeting time. Customers who do not stay in Viva Wyndham Fortuna Beach hotel are kindly advised to contact the diving center by phone or WhatsApp: +1 (242) 443-2121
8. The 24 hours surface interval is obligatory after diving, before flying.
9. During the online check-in, each diver/student needs to fill in a "medical disclaimer" form. If any question on the medical form have been marked with "YES", before travelling diver/student needs to visit a physician and obtain a signed approval to dive. If diver/student fails to present the medical form signed by a physician (when applicable), he/she will not be able to participate in diving activities and/or SCUBA courses. The refund for online booking will be done with 10% cancellation fee.
10. Changes/cancellation of diving activities during your stay must be requested no later than 3 pm the day before the activity.
11. Having diving insurance is highly recommended for divers and students.

BOOKING & PAYMENT POLICY

1. All prices are subject to 12% VAT and are listed in US dollars; diving activities are per person and cannot be shared between two or more divers/students.
2. Discounted price for advance online bookings is available until 2 days before arrival.
3. Bookings for Stay & Dive packages must be paid one month before arrival.
4. Bookings for groups must be paid one month before arrival. Non-refundable deposit at the time of booking is requested for groups of 15 or more divers.
5. Online payment is possible with credit cards Visa and MasterCard.
6. Upon payment, an automatic confirmation email is sent with the list of booked services and the total booking value.
7. Additional services, extras & supplements (such as Night Dive or Theo & Seastar Wreck, Equipment rental) are to be paid at the diving center.
8. Reef Oasis Dive Club reserves the rights to change prices without further notice due to changes in local taxes, governmental fees etc. Online bookings, paid before any price changes, remain confirmed with the originally announced price.

CHANGE / CANCELLATION OF PRE-BOOKED SERVICES

Change / Cancellation upon Diver's decision:

1. In case of no show, there is no refund.
2. Changes/cancellation of diving activities during your stay must be requested no later than one day before the activity (24 hours notice).
3. In case of cancellation of diving activity during your stay due to medical conditions, the reservation can be refunded only upon presentation of a document from the doctor.

4. To change/cancel your booking for diving activities before arrival, inform us by email to info@reefoasisdiveclub.com (latest 24 hours before arrival). In case of cancellation, we will proceed with the refund of your payment with deduction of cancellation fees (see below) and bank fees occurred by our company.
5. To change/cancel your booking for Dive & Stay package before arrival, inform us by email to info@reefoasisdiveclub.com (latest 15 days before arrival). In case of cancellation, we will proceed with refund of your payment with deduction of cancellation fees (see below) and bank fees occurred by our company.
6. Any information about flight schedule changes, which could result in rescheduling your pre-booked activities, should be sent to Reef Oasis Dive Club 24 hours before the beginning of your SCUBA diving activities.
7. No refund is considered, in case you decide to interrupt your SCUBA diving holiday without a serious and proved reason, not allowing you to use pre-booked services.

Refund and Cancellation Charges for SCUBA diving/courses:

1. In case of no show, there is no refund.
2. A fixed fee of 60 USD will be charged in case of cancellation, up to the 15th day prior to the first day of diving activities;
3. 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;
4. 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;
5. From less than 2 days: 50% of the total booking amount will be charged.

Refund and Cancellation Charges for Dive & Stay packages:

1. In case of no show, there is no refund.
2. A fixed fee of 60 USD will be charged in case of cancellation, up to the 15th day prior to the arrival date.
3. From the 14th day to the 8th day prior to the arrival date, 50% of the total booking amount will be charged.
4. From the 7th day to the day prior to the arrival date, 75% of the total booking amount will be charged.

Refund and Cancellation Charges for groups:

- For groups of less than 15 divers, refund and cancellation charges are same as for individuals (see above)
- For groups of 15 divers or more, no refund is provided in case when during the stay the pre-booked service is not used (fully or partially) by individual members of the group for any reasons, including health issues.

Change / Cancellation upon Diving Center's decision:

In cases when it is impossible for Reef Oasis Dive Club to provide pre-booked services because of "unforeseen circumstances" (any circumstance or situation which are beyond our control, such as bad weather conditions, equipment failure, strikes, wars, terrorism, power cuts, industrial disputes etc.), or in case the Diving Center doesn't provide the trip because the minimum number of participants has not been reached, the Diving Center will:

1. Provide an alternative and equivalent service as per price and characteristics, if available;
2. Provide a part of pre-booked services and refund unused services;
3. Provide the full refund.

GENERAL BEHAVIOR

In case any event suggests that your behavior is not respectful of the diving center rules or damaging other's people tranquility and fun, we reserve the right to refuse your booked services. In this case, we will not consider any refund as due.

ENVIRONMENTAL PRESERVATION

We reserve the right to refuse or interrupt at any time, your SCUBA diving activities in event that you do not respect the environment or the diving rules set by the local authorities.

WEATHER / MARINE FORECAST

In case of adverse weather/sea conditions or in the case of existing dangers, which leads to the cancellation of activities, we are not responsible for the interruption of your scuba diving activities. We will try our best, in any case, to let you have the minimum disruption in case of such events.

THE “REEF OASIS DIVE CLUB” COMMITMENT TOWARDS YOU

If something about our organization or booked activities is not as in the brochure description or its standards don't reach a reasonable level and this situation can be attributed to us, we will assume responsibility for this. 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.

COMPLAINTS

If you have, during your holiday, any complaint, we suggest you give it, as soon as possible, to the manager of the Diving Center on site, in order to let him/her find a solution as quickly and efficiently as possible. If the issue remains unsettled during your holiday, we invite you to send a written complaint to the Reef Oasis Dive Club Management (info@reefoasisdiveclub.com) within 21 days from your holiday's end. We will reply you by email within 7 working days.

ACCURACY OF THE ADVERTISING INFORMATION

Reef Oasis Dive Club updates the information (as accommodation, courses, scuba diving, routes, timetable, etc.) on its website in a timely manner. However, there may be circumstances where our information is incorrect due to local conditions. Tours, excursions, boat cruises or daily 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 hard to keep all our promotional material and websites up to date, but should you notice anything that could be changed, please feel free to inform as accordingly.

THE “REEF OASIS DIVE CLUB” WEBSITE

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