

## Dive2gether Terms & Conditions 2018

### Pre-booking Activities

#### Reserve activities

In order to ensure a spot in our planning, our activities can be pre-booked. Pre-booked activities are person-specific and cannot be used by other persons. Pre-booked activities can be spent during the course of one season (between 1/4/2018 and 15/11/2018).

We will send you an invoice per email listing the requested activities. The amount needs to be transferred to the bank account as mentioned on the invoice before the Payment Due Date (to be found on the invoice). Once we have received the full amount an activity is pre-booked. A day-to-day planning of the activities is usually made upon arrival, unless exact dates are agreed on before.

#### Activities that can be pre-booked

Activities that can be pre-booked include our Snorkelling Course, Waterfalls Trip, PADI Discover Scuba Diving, PADI Bubblemaker, Dive Packages, Refresher, PADI Dive Courses and Specialties (including course materials). All activities can be pre-booked either with or without rental equipment. All activities are booked for a specific person and cannot be changed.

#### Cancellation policy

It is not possible to cancel pre-booked activities without any costs. Cancellations are only accepted in writing. These are the charges for cancellation:

- Cancellation up to six weeks in advance: we charge 25% with a minimum of € 100
- Cancellation six to two weeks in advance: we charge 50% with a minimum of € 100
- Cancellation less than two weeks in advance: no refund is given

### Discounts

#### 10% Reservation discount

We offer you a 10% discount on all the dive packages, diving courses and snorkelling activities that you reserve and pay in full at least 6 weeks prior to the start of your holiday.

We will send you an invoice per email listing the requested activities. Within 5 working days of the invoice date we require a down payment of 25%, with a minimum of 100 euro per booking. The amount needs to be transferred to the bank account as mentioned on the invoice. The remaining amount has to be paid in the same way at least 6 weeks prior to the start of your holiday in order to get the discount. You will not receive a reminder for this final payment. If you miss this deadline your reservation discount will be cancelled and you will be charged the normal price without a discount.

This reservation discount cannot be combined with other discounts or offers with the exception of the groups and family discount listed.

### **5% Discount for groups and families**

We offer groups and families existing of 4 persons or more 5% extra discount on all the diving activities, snorkelling activities and diving courses they make as a group together, at the same time.

### **15% Discount for our students**

We offer our diving students a 15% discount on PADI course materials bought in combination with a diving course at Dive2gether.

## **Guided dives**

### **Dive packages**

Our diving packages are only for certified divers. Prices are based upon making 2 guided dives per day, night dives not counted. Night dives and boat dives are part of your dive package. However, the additional surcharge for these dives is not included in the package price and will be added to the price on location.

Our diving packages are strictly personal; you cannot share your package with another diver.

The dives include:

- Tank, air & weights
- Guidance of a professional dive guide
- A personal diving bag to transport your equipment
- Spare equipment and First Aid equipment including emergency oxygen are on the dive site at all times ready to be used

### **Dives**

Our dives have a maximum dive time of 60 minutes (45 minutes for night dives) or until a minimum of 50 bars. We do not make decompression dives. Dives deeper than 30 meter can be planned in when noted in advance and only when our planning and the weather conditions allow for it.

### **Logbook and certification card**

Every diver joining our fun dives is expected to produce his logbook and diver certification card to our staff. These items prove the diver's experience and level of certification.

### **Refresher dive**

Divers who have not been diving for 6 months or longer need to start off with a Refresher dive, unless they meet at least two of the following conditions:

- Level of Rescue Diver or higher
- 40 logged dives or more
- Have been diving in the past 12 months

### **Rental equipment**

The basic set of equipment we offer for rent is new and of professional quality.

A basic diving gear includes:

- Mask & Snorkel
- Fins
- Wetsuit
- BCD/ Stab. Jacket
- Regulator set including: alternative air source, depth gauge & Submersible pressure gauge

Additional equipment such as a dive computer, compass, torch, optical glasses, etc. are also available for rent. For these items an additional rental price is charged per dive.

### **Dive computer**

Certified divers who want to dive deeper than 18 meters are required to use a dive computer.

### **Using own equipment**

Divers bringing their own diver equipment are expected to have it in a good state. Make sure your gear is working properly and is serviced on time. Private gear will be checked by one of our trained staff members for good functioning. If our staff believes that a diver's private equipment is not working properly or is not well maintained, we will not allow this diver to dive with us using this equipment. In this case the diver will be offered to rent equipment from the school instead (at an extra cost). We are also certified professional service technicians for the brands Mares and Aqualung/Technisub, so for these brands we can also offer a quality service.

This measure is to ensure and protect the safety of both our guests as well as our guides.

## **PADI Courses**

### **Course prices**

PADI courses can be booked either including air and weights or including equipment. Course prices including rental equipment also include the mandatory student training materials, such as compass, dive computer, dive slate and dive tool.

Course prices include:

- Theory sessions (not for eLearning/Touch)
- Practical lessons
- Surcharges where applicable
- Certification costs (unless the course price corresponds to a PADI eLearning course, where the certification costs are included in PADI eLearning).

Course prices do not include:

- Study materials
- Extra lessons needed to reach the course standards

### **Student training materials needed for courses**

PADI Scuba Diver and PADI Open Water Diver course:

- Dive computer, compass and dive slate

PADI Advanced Open Water Diver course and PADI Adventure Dives:

- Dive computer, compass and dive tool

PADI Specialty courses:

- Dive computer, compass, dive slate and dive tool

### **Surcharges**

For several activities, we ask a surcharge. This is an extra amount that we charge on top of your dive package. Surcharges are charged for:

- Boat dive
- Night dive
- Refresher
- 15-liter tank

### **Gift Certificates**

Dive2gether Gift Cards can be purchased for yourself or someone else. The amount of the Gift Cards will be in our system as a personal credit to be spent by the receiver. The amount on the Gift Card needs to be spent as a whole; we do not refund. The Gift Card is to be used by the person whose name is on it, before the expiry date as mentioned on the Card. Gift Cards purchased by our customers are valid for 24 months after ordering. The receiver can use the gift card to pay products or activities for someone else.

Dive2gether Gift Cards can be used on:

- all snorkeling activities and courses
- all diving courses and activities
- all diving and snorkeling surcharges
- all diving and snorkeling gear rental prices
- all diving and snorkeling equipment purchased at Dive2gether

Dive2gether Gift Cards cannot be used for:

- other programs such as our weekly dinner programs
- additional services like shipment costs, transfers, car rental and accommodation
- equipment servicing and computer battery replacements
- for PADI lesson materials or digital PADI products
- buying other Dive2gether Gift Certificates

We do not give discount on the Dive2gether Gift Card. However, they can be used in combination with any promotion or discount.