

## 'Terms and Conditions' of booking.

### All Scuba diving courses and guided diving holidays

#### Payment

For all of the PADI diving courses and guided diving holidays a deposit of 50% is required to secure the booking, with the remainder paid 28 days before arrival. If the time of booking to arrival is less than 28 days, then the full amount will be due.

#### Refunds

If you cancel a PADI diving course or a guided diving holiday 28 days before arrival, you will be offered a refund of half of your deposit (25% of total booking cost) less the cost of any PADI course materials that may have been sent to you, or alternatively, for 10% of the total booking cost, you can move your booking to the next available date.

If there are less than 28 days before arrival, then –

- 28 – 15 days before arrival. We will offer you the chance to move the booking to another date for 10% of the total booking cost, or refund you 50% of the booking (less the cost of any PADI course materials supplied).
- 14 days before arrival. We will offer you the chance to move the booking to another date for 10% of the course booking, but unfortunately cannot offer any refund.

#### Non Payment of Full Cost

Full payment will be due 28 days before the arrival date. If payment is not received, then the deposit maybe forfeited and the booking can no longer be guaranteed. We will contact you before this date to remind you that payment is due.

#### Diving Course Performance

All of the PADI diving courses are performance related and not time related, and through our extensive experience offering these courses, we have been able to determine how much time is required to complete a course (number of dives, days, etc.) As you have to reach an acceptable level of competence in the skills required to complete the course, it may be necessary to conduct additional dives or theory sessions to reach this level. Additional training dives are offered at €50 a dive, with theory sessions offered at €10 per hour.

Notwithstanding the above, in the very unlikely event that you are unable to reach the standards, as defined by PADI for your particular course and considered acceptable by your instructor, then you may fail the course. Costs will be deducted for training carried out, with a refund (if applicable) for those elements of the course not carried out.

Where your course includes a training manual, you will be required to have all relevant sections completed prior to arrival. Details of these requirements will be included with the manual when despatched to you.

If during the course an illness, injury or the inability to equalise during decent means that training cannot continue, then we will endeavour to reschedule the course with the time remaining. If it is not possible to complete within the time remaining, then we will offer you the chance to reschedule the course for another date.

#### Conditions Outside of Our Control

In incredibly rare instances the weather precludes us from safely diving. Where this happens we will endeavour to work with the time remaining to complete your training, and if this is not possible we will offer you a refund for those elements of training not completed, or offer you the chance to reschedule to another date. The PADI system of diver training allows for you to complete any unfinished portion with any other PADI dive centre, so it is not necessary for you to retake any completed sessions.

If the weather precludes us from offering guided diving, then we can offer alternative outdoor activities, or refund you for dive/s not undertaken.

As diving is very weather dependent, and notwithstanding the above, no liability can be accepted by Active Andalus for any consequential loss or expense incurred if your diving course cannot be completed in the scheduled time.