

## **TERMS & CONDITIONS Please read carefully**

Diving Headquarters reserves the right to cancel, alter or amend any of the times and dates without notice if operational or other circumstances require us to do so. If Diving Headquarters cancels, postpones or alters any of the dive events at any given time the participant accepts that Diving Headquarters is not responsible or liable for any external costs. Examples would include travel costs and hotel costs. NB. This list is not exhaustive.

If the diver fails to appear for the dive without prior written notification the dive and all payments will be forfeited. Methods of contact can be made through e-mail, fax or post. Telephone cancellations will not be accepted. If you are unable to participate on the given day, we will be happy to reschedule your dive provided no less than 14 days notice is given. This 14 day notice will be strictly adhered to. If the diver gives less than 14 days notice then additional booking charges will be incurred.

It is mandatory for all non qualified divers to complete a medical declaration for resort diving prior to the dive. The medical form must be returned to Diving Headquarters no later than 14 days prior to the dive. This is a basic health questionnaire. If the diver answers "yes" to any question that indicates a contraindication to diving the diver will require an additional form to be signed by an appropriate medical practitioner prior to commencing the dive. Please note doctors may charge additional fees.

If this is a surprise gift please be aware that if the diver answers "yes" to one or more of the questions on the resort dive medical form, their dive will be postponed until a later date when they can present a valid Doctor's certificate (14 days notice still required). Diving Headquarters dive instructors reserve the right to refuse medical notes if they feel that the diver is unsuitable to participate and could possibly jeopardise the Health and Safety of themselves and other participants.

All divers must present their letter of confirmation and gift voucher (if applicable) upon arrival. Qualified divers must bring all SCUBA certifications, current and up to date log books or proof of dives within the last twelve months. Failure to do so will result in the cancellation of your dive and no refunds will be given. We can arrange refresher programs if required.

Once the pool training and or briefings have begun, no refunds will be given unless operational issues force Diving Headquarters staff to cancel the session. It is the responsibility of the diver to arrive in time for briefing and pool sessions. If the diver arrives late Diving Headquarters reserves the right to determine if the diver can participate in the dive. It is wholly at the discretion of Diving Headquarters if rescheduling will be allowed. A rescheduling fee will apply.

Non Qualified Divers and Qualified Divers under the age of 18 must have a parent or legal guardian present on the day of the event. Qualified divers between the age of 12 and 15 must have a parent or legal guardian with the same, equivalent or higher qualification who will be diving with them(written permission must also be provided from parent).

All dive experiences are non-refundable, unless the diver is medically unfit to participate. In this case a medical exemption form signed off by a General Practitioner must be presented . Upon receipt of medical exemption Diving Headquarters will issue a refund in the form of a cheque (all refunds are minus administration fees). Gift certificates may be transferred to another person.

Diving Headquarters will only issue gift certificates upon receipt of full payment. Gift Certificates for both Non Diver and Divers are valid for 6 months. Any extension of the validity period is at the discretion of Diving Headquarters.

Payment / purchase of a shark dive by yourself or by another person determines full acceptance of these terms and conditions. If you do not accept the above conditions please contact us within 5 days of issue.