



# Deep Blue Scuba Course & Trip Bookings Principal Terms & Conditions

## 1. *Payment for your course or trip*

- 1.1. A non-refundable deposit is required to book a space on any Deep Blue Scuba course or trip.
- 1.2. Your space is not secured until you have paid the deposit and it may be allocated to someone else.
- 1.3. Deposit amounts vary depending on the cost of the course or the trip:

PADI Core Courses		PADI Specialties	
Bubblemaker and Discover Scuba	Full amount	Dry courses and 2 dive specialties	Full Amount
Open Water	£150	3 dive specialties	£75
Advanced Open Water	£100	4 dive specialties	£100
Rescue diver	£150		
Trips			
Day boat diving	Full amount for day boat	UK overnight trips	To be specified for each trip
		Overseas trips	To be specified for each trip

- 1.4. We will ask for the balance of any payments for your course or trip 30 days before the start date.
- 1.5. Payment in full should be received by us by the invoice due date. Payment for longer or overseas trips may be due sooner.
- 1.6. We reserve the right to ask for full payment on booking in certain circumstances.
- 1.7. For day boat trips where a full amount is payable upfront, if you are currently a member at the time of this booking but your membership lapses at the time of the trip, any difference between the member and non-member price will be payable before the trip.

## 2. *Payment options*

- 2.1. You will be sent invoices by email for any amounts due. These can be paid online using a debit or credit card, and will show bank details if you prefer to pay by bank transfer.

### 3. **Group bookings**

- 3.1. Each person making a booking on behalf of another or a group confirms that he/she has the authority of all other parties and that all agree to be bound by these Terms and Conditions.

### 3. **Cancellation by you**

#### Trips

- 4.1. Once a deposit is paid, it is non-refundable unless the spot is transferred to someone else.
- 4.2. Trip deposits are transferable up to one week before the trip to another diver who meets the minimum qualifications for the trip and has recent dive experience.
  - 4.2.1. If you need to cancel, let [trips@deepbluescuba.co.uk](mailto:trips@deepbluescuba.co.uk) know as soon as possible.
  - 4.2.2. If you are able to find someone to transfer you spot to, let us know and we will check they are eligible and invoice them. Once they have paid, we will refund you.
  - 4.2.3. Once all spaces on the trip are sold, we will endeavour to help you sell your cancelled spot. Once we have sold the spot, we will refund your payment.
- 4.3. If you do not show up for a trip or you have missed dives because you have not arrived at the agreed time, you will still be liable to pay for your place in full.

#### Courses

- 4.4. If you cannot attend a course on the date booked, we will make all reasonable attempts to reschedule your course. Please note that we may be constrained by our existing course schedule and availability of spaces.
- 4.5. If you decide to cancel your course booking entirely then:
  - Your deposits are non-refundable.
  - Late notice cancellation is within 7 days of the course start date. The full course fee will be payable for cancellations made within this time period.
- 4.6. If you request to cancel owing to circumstances due the student's ability to demonstrate the course performance requirements as set out in the PADI Course Standards, we will hold the course open for a period of up to 6 months from the course booking date. No refund will be made and you shall have no further claim against us.
- 4.7. If owing to circumstances beyond our control, we cannot provide the courses booked or a suitable alternative within 6 months of the original course booking, we will refund course fees paid to us, less a deduction for any course materials you have received, and you shall have no further claim against us.

- 4.8. If you have received a discount for booking several courses at once and you then cancel your place on one or more of those courses, we reserve the right to reduce or remove your multiple course booking discount.
- 4.9. There is time and effort in booking courses and there are costs associated with each booking. Therefore, cancellations do result in financial loss to DBS. In addition, we often have a waiting list for courses. We appreciate adequate notification as this will allow us to offer your place to someone else.
- 4.10. We seek to be fair and will consider specific circumstances on a case by case basis.

#### **4. *Cancellation or postponement by Deep Blue Scuba***

- 5.1. Safety is our prime concern. We therefore reserve the right to cancel or postpone your course in the circumstances below. In all circumstances we will reschedule the activities to complete your course to another mutually acceptable date.

##### *Weather and water conditions unsuitable for diving*

- 5.2. We select dive sites that we know to be suitable to the course requirements. We also check weather and tide forecasts in advance. However, on rare occasions it may be necessary to halt or cancel diving activities for a short time or for the day. We make all effort to notify divers in advance, however, conditions can change and this is beyond our control.

##### *Staff availability*

- 5.3. There are formal ratios for the number of staff required to deliver diving courses. These are set out by HSE and PADI and we are obliged to adhere to these. We will arrange for the appropriate staff to be present and ready to conduct courses. However, on rare occasions availability may change, for example due to staff illness.

##### *Equipment availability*

- 5.4. Every effort is made to ensure that we provide appropriate diving equipment for your course. We also bring spare equipment. Our equipment is regularly maintained and serviced but availability can change, for example if a diver accidentally damage equipment or wear and tear. Under most circumstances we will be able to provide alternative equipment to allow your course to continue, but on rare occasions there may not be the appropriate equipment available to continue diving safely.
- 5.5. We reserve the right to alter these Terms and conditions at any time. If you have any questions on these Terms and Conditions, then please do not hesitate to contact us.