



Escape, Explore, Experience

TERMS & CONDITIONS

INSURANCE

Personal Diving Insurance is not included. Please ensure you have the correct insurance to cover your diver certification level or for the level of course you will be undertaking, plus trip cancellation and general holiday insurance. If you are unsure of where to obtain the correct diving insurance, please talk to Dive2go staff prior to making your booking or commencing your training. Dive2go Instructors do have professional liability insurance however this is very different to having your own personal insurance cover.

CERTIFICATION

Please ensure you have a copy of your most recent certification card and dive log for the attention of the instructor at booking stage, your instructor at the start of any training or your guide during any dive trip. Failure to show your certification may result in not being able to dive on the trip or take part in the course booked.

LIABILITY RELEASE FORMS

A medical questionnaire is a standard requirement for any level course, please bring any medical conditions to the attention of your instructor and produce a doctor's medical clearance for diving (valid within 12 months) upon arrival. If you are not already aware of any illnesses that may prevent you from diving, please discuss with us prior to booking. You will also be required to sign a safe diving practice liability for general fun diving or equipment rental liability forms.

PAYMENT REQUIREMENTS

- 25% Deposit required at time of booking for all courses and day trips.
- Remaining balance for courses or day trips is required on arrival prior to start date or trip.
- Any other fees will be individually specified in your booking receipt.
- Deposits paid are non-refundable.
- Goods orders require full payment in advance.
 - Goods will be held for a total of 3 months from payment date and order, if goods are not collected or addressed within the 3 months Dive2go have a right to cancel the order or re-sell the goods and any money paid is non-refundable. –
 - Payments are accepted by cash, PAYPAL or direct bank transfer.
- PAYPAL Payments are subject to 3% charge.
- Any losses that arise from foreign currency exchange rates during transfers will be addressed in the final invoice.
- No refund or compensation is due payable by Dive2go for any unused training, goods or trip.
 - Clients who do not complete the training or trip or collect goods within the specified time for whatsoever reason, cannot be refunded for a portion of the total cost.

CHANGES

Dive2go and its subsidiaries, and dive operators reserve the right to rearrange the order of any itinerary, to cancel or substitute elements of any plan without notice when local conditions force such changes.

CERTIFICATION

Dive2go and its subsidiaries, acts only as agent for the person or companies providing accommodation, transport, liveaboard trips or day trips etc. Hereinafter called 'Service Providers' issues all booking documentation on the Service Providers' terms and conditions.

The customer acknowledges that neither Dive2go, nor its subsidiaries, affiliated companies, staff or agents shall be responsible or become liable in contract or tort for any injury, damage, loss, delay to person or property, additional expenses or inconvenience caused directly or indirectly by any Service Provider or by "force major" or other events beyond Dive2go's control, including, but not limited to war, civil disturbance, pilferage, delays, severe weather, Acts of God, Acts of Government, accidents to or failure of machinery, equipment, vehicles or industrial disputes.

Dive2go shall not be liable for, or responsible to, any customer in the event of dissatisfaction based on personal opinion regarding the standard of service or accommodation provided by any Service Provider nor be liable or responsible for any disappointment, distress, and lack of enjoyment arising from any act or omission whatsoever. Dive2go will only acknowledge liability in the case of proven justified complaints relating to specific and tangible inadequacies of facilities, accommodation or services provided. In the event of such a complaint the customer is requested to immediately contact Dive2go or the Service Provider, hotel etc. for remedial action to resolve any problem or irregularity at that time. Only if such a complaint has been lodged will Dive2go consider to fully investigate and act on any complaint.

WEBSITE CONTENT

The website content is subject to change without notice before the course or during any tour. Dive2go endeavors to ensure that all information on the website is accurate, but can accept no responsibility for inaccuracy, or truth of statements made. Illustrations are intended to set the mood for each tour destination and may not present actual views as seen on a specific tour. All fares and prices quoted website are correct at the time of publishing. Such fares, prices and international rates of exchange are subject to change, which in turn may affect tour/course prices quoted. Regardless of a deposit or full payment having been made, any increase in the tour/ course price must also be paid by the tour member. If such increase is unacceptable, the tour member retains the right to cancel his/her booking. However, attention is drawn to the possibility that some cancellation charges may be imposed covering Dive2go cancellation cost.

EQUIPMENT

Any damage to the equipment used by students on courses or day trips during hire under the supervision of instructors or otherwise will result in payment in proportion of or full payment replacement depending on the extent of the damage.

