



DIVE CLUB MALDIVES

a waterful experience

CANCELLATION POLICY

Dive Club Maldives Pvt. Ltd is a registered local company in Maldives, established in 2009, and holding a Dive Center Operating License, issued by the Tourism Ministry of Maldives. Dive Club Maldives is also a member of the PADI International Resort & Retailers Association – (IRRA)

The Diving industry is a volatile one, heavily dependent on weather and natural forces, which are beyond the control of both the client and the service provider. There are also the logistical challenges of coordinating multiple group reservations, ensuring on-time departure and arrival of daily excursions, whilst maintaining a degree of flexibility to all guests and finally, mechanical and/or technical issues that may arise with vessels or equipment.

To ensure that both parties are fairly and comprehensively protected, our cancellation policy is practical and reasonable by offering several cancellation scenarios. Dive Club Maldives reserves the right to amend this Cancellation Policy without prior notice.

The most recent version will always be available on our website – www.diveclubmaldives.com



Cancellation of Group or Independent Bookings made within 7 Days of the Scheduled Package or Excursion.

For Scheduled Packages & Excursions during the period
1st February - 30th November, the following Cancellation Policies will apply:

- *for Cancellations made 48 Hours prior to the scheduled Package or Excursion:*
Full Refund
- *for Cancellations made 24 Hours prior to the scheduled Package or Excursion:*
50% Refund
- *for Cancellations made on the date of the scheduled Package or Excursion:*
No Refund, Full Payment Required

For Scheduled Packages & Excursions during the period
1st December – 31st January, the following Cancellation Policies will apply:

- *for Cancellations made 48 Hours prior to the scheduled Package or Excursion:*
75% Refund
- *for Cancellations made 24 Hours prior to the scheduled Package or Excursion:*
50% Refund
- *for Cancellations made on the date of the scheduled Package or Excursion:*



No Refund, Full Payment Required

Cancellation of Group or Independent Bookings made more than 7 Days of the Scheduled Package or Excursion.

For Scheduled Packages & Excursions during the period
1st February - 30th November, the following Cancellation Policies will apply:

- *for Cancellations made 6 Days prior to the scheduled Package or Excursion:*

Full Refund

- *for Cancellations made 4 Days prior to the scheduled Package or Excursion:*

75% Refund



- for Cancellations made 2 Days or less, prior to the scheduled Package or Excursion:

No Refund, Full Payment Required

For Scheduled Packages & Excursions during the period

1st December – 31st January, the following Cancellation Policies will apply:

- for Cancellations made 6 Days prior to the scheduled Package or Excursion:

75% Refund

- for Cancellations made 4 Days prior to the scheduled Package or Excursion:

50% Refund

- for Cancellations made 2 Days or less, prior to the scheduled Package or Excursion:

No Refund, Full Payment Required



Cancellation of Group or Independent Bookings by the Service Provider.

In the unlikely event, Dive Club Maldives must cancel a scheduled Package or Excursion, due to any of the following reasons,

(1) an alternate date will be proposed, (2) a full refund will be offered, in this order.

(a) prevailing adverse weather conditions

(b) forecasted adverse weather conditions

(c) mechanical issues with the vessel/boat

(d) technical issues with equipment

***(a)/(b) Prevailing or Forecasted Weather Conditions**

The boat Captain and/or Lead Instructor are entrusted with the evaluation of weather conditions.

Updates from Maldives Meteorological Service (MMS) – Red or Yellow Alerts. Waves over 1.5 meters, strong winds or heavy rainfall will be factors that will determine adverse weather conditions.

***(c)/(d) Mechanical or Technical Issues with the Vessel and/or Equipment**

The boat Captain and/or Lead Instructor are entrusted with the evaluation of the safety and wellbeing of all guests on-board.



Cancellation of Group or Independent Bookings by the Client/Guest.

In the event, the client/guest must cancel or revise a scheduled Package or Excursion, due to any of the following reasons,

No refund will be offered. Full Payment will be required.

(a) Reducing the number of Dives or Participants

(b) No shows – Determined after a grace period of 10 – 15mins

(c) Jet lag, Gloomy Skies, Sea-sickness or any minor illnesses



(d) Changes in flight dates or times