

TERMS AND CONDITIONS OF SCUBA DIVING TRAVEL PACKAGES



The Service Provider are deemed to have read, understand and accepted the following conditions. Dive Degree shall be referred to as "The Service Provider" in the terms and conditions listed below.

1. Reservation, Deposit and Payment

For **regular scuba diving packages** – A first payment of 50% of the package fare per person is required upon 7 days of invoice, to reserve the slots. Balance of 50% of payment per person is required 1 month prior to departure, unless otherwise stated. If balance payment is not received 3 days prior to departure, the Service Provider reserves the right to forfeit the first 50% payment made and cancel the reservation.

For **promotional scuba diving packages** – full payment is required to secure the slots on a first come first serve basis.

For **open dates scuba diving packages** – an advanced notice of a minimum of 14 days prior to trip departure date is required, subject to availability and surcharges. Package(s) are to be redeemed within 3 months upon first payment date. If unable to do so, a top up of S\$100 per person is required, unless otherwise stated.

For **date-specific scuba diving packages** – confirmation of travel dates has to be finalized within a month of first payment date.

Airfare top up has to be made within **3 working days** of confirmation of airfare pricing based on dates selected – Non-compliance will result in auto cancellation with no refund.

Scuba diving packages are **subjected to a minimum group size** (determined by the Service Provider) in order for the departure to be finalized.

Please note that during important events, festivals, conferences and fair periods, there might be surcharges levied by accommodation properties. We will advise you of any increase in prices when you finalise the dates of your package. Customer(s) are expected to pay the difference or have the option to change to another preferred choice of accommodation (if any and provided there is also no surcharge being levied)

2. Cancellation by the Customer – Charges

*Charges per Person:

More than 30 days prior to departure	30% of dive package fare
15-30days prior to departure	50% of dive package fare
0-14days prior to departure	70% of dive package fare

*The above cancellation charges apply if the air ticket is not issued. If the air ticket is issued, the air ticket value will be added onto the cancellation charges. If the first payment amount is insufficient to cover the cancellation, the Customer must pay for the difference. The above cancellation charges are not applicable for ferry tickets. Pls refer to ferry companies' cancellation policies separately.

3. Cancellation by the Service Provider

Even after partial or full payment has been made, all arrangements are still subject to final confirmation if for some unforeseeable circumstance (weather conditions and/or dive resort's discretion) the arrangement cannot be finalised and the reservation has to be cancelled, the Service Provider endeavors to notify the Customers at **least one week** before departure. The Service Provider may, if it so decides, will recommend alternative tour(s).

Group packages are subjected to a minimum group size in order to depart. If the minimum passenger number is not met, the Service Provider may choose to cancel the tour **14 days prior to departure** or offer alternative tours based on current tour fare. Should the Customer decide not to accept the alternatives, all refund will be made accordingly by the Service Provider and without further obligations.

4. Amendment made by the Customer – Charges

Amendment refers to any change to the original reservation such as change of name, change of flight itinerary and / or change of accommodation. Any amendment made after booking, amendment fee charged by supplier plus a handling fee of \$20 per service per Customer will be applied. Any change made to the Customer name, departure date or the tour type, the cancellation charges will apply. Any re-issuance of air or ferry ticket, minimum administrative fee of S\$50 per ticket on top of any airline/ferry charges will apply. Any amendments must be made at least **14days prior** to departure date. If the Service Provider received any amendments shorter than 14 days, the cancellation charges will apply.

5. Amendment by the Service Provider

The Service Provider makes reasonable effort to avoid changes in the itinerary. However, the Service Provider reserves the right to alter itineraries, travel arrangements, hotel reservations changes at any time subject to weather conditions and/or dive resort's discretion (without prior notice and compensation) due to unforeseen circumstances.

6. Extension/Deviation of Stay

An extension/ deviation of stay at the end of the tour or travel arrangement is permitted subject to the maximum validity, availability and restrictions of the air ticket and availability of accommodation prior to the commencement of the tour. The extra costs incurred to process the extension will be borne by Customer. It is the Customer's responsibility to hold a confirmed seat for the return flight. When extension/ deviation requested cannot be confirmed 3 weeks prior to group departure, the Customer is deemed to return on the original flight/tour schedule booked and no cancellation of tour is allowed.

Extensions / deviations of stay / transfer will be at Customer's own expense. Air ticket issued is restricted to a specified airline only. It is not negotiable, endorsable, re-issuable, refundable or re-routable. Any alteration of the routing or the date by the Customer is solely at the Customer's risk. The Service Provider and its associated agents shall not be held responsible for any inconvenience caused and extra expense incurred. No refund will be made for any unused air ticket, accommodation, meals or sightseeing, in part or in full.

7. Travel Documents, Travel Insurance Passport and Other Travel Documents

It is the Customer's sole responsibility to ensure that he/she has a valid passport with **minimum 6 months' validity from the date of the return point**. Relevant visa and vaccinations may be required. For Singapore permanent residents, please bring along your existing permits when traveling. For foreign passport holders, it is the Customer's responsibility to hold valid re-entry visas.

8. Visa

The Service Provider will, wherever possible, assist you obtain the necessary visa. **Service charges and Visa fees will be borne by the Customer**. The Service Provider **does not guarantee** the approval of the visa application. If for any reason, application for visa or exit permit is rejected, the Customer must make known to the Service Provider at least 30 days prior to departure, administration charges applies due to cancellation of the tour. If less than 35 days' notice is given, relevant cancellation charges as stated will apply. The Service Provider cannot be held responsible for any expenses, reimbursement or refund of any tour prices if the Customer is refused entry by any country on the tour for whatever reasons, including lack of necessary visa.

9. Travel Insurance

Purchase of travel insurance is strongly recommended for scuba diving trips with respect to unforeseen circumstances such as trip cancellation, personal baggage loss, personal accident, injury, illness and insolvency. Under no circumstances shall the Service Provider be construed as a carrier under contract for safe carriage of the Customer or his/her baggage/ belongings. The Service Provider will be pleased to assist in the enquiries of any travel insurance and related matters.

8. General Matters Relating to Scuba Diving Tours

Accommodation

Accommodation is as specified in the itinerary or the booking form. Accommodation for adults is based on twin-share, double, triple or quad share bedrooms at the nominated or similar standard hotels. In the event the accommodation booked or requested is not available, every effort will be made for alternative in another accommodation of similar standard. For hostels etc, sharing of bathroom facilities may be necessary.

Meals

All meals are as specified in the itinerary. If selected carrier's flight timing does not allow for certain meals to be taken, there shall not be any refund for meals not consumed. (if any)

Special Request

Any special requests such as special meals, dietary requirements, adjoining rooms etc., please inform the Service Provider upon booking. Such requests are subject to confirmation and availability.

Scuba Dive Leader

Assignment of Dive Leaders for all group departures regardless of group size, tickets, availability of accommodation is at the sole discretion of the Service Provider.

9. Pricing Policies

All information and prices shown are accurate at time of print.

Tour Fare Includes:

Airfare, accommodation, airport transfers and meals (if any), as specified in the tour itinerary/booking form. Tour Fares are subjected to change without prior notice in the event of unforeseen circumstances including currency fluctuations, increase in room rates, local taxes etc.

Tour Fare Excludes

 (Subjected to change, payable in cash only):

- Visa Fees
- Airport taxes, excess baggage charges
- Customs User Fees, Marine Park Tax, Environment Tax, Port Tax, Service etc.(where applicable)
- Meals, beverages, room services or others not set out in the itinerary,
- Any gratuities to driver, tour guide or tour leader
- Any porter's fee at the hotel and airport
- Flight insurance & fuel surcharges
- Travel insurance
- Equipment rental for Leisure Dive travel packages
- Torchlight rental for PADI Advanced Open Water & Leisure Dive travel packages

Child Fare

Children below 12 years as on the return date from Singapore are eligible for child fare. Child fare is based on a twin-share or double room with 2 adults without an extra bed. If an extra bed for the child is required, please arrange with the Service Provider who will advise on the surcharges/supplements, if any.

Refund Policy

Refund will only be made in the form of cash and process within 1-3 weeks.

Feedback Response

The Service Provider welcomes constructive feedbacks from the Customer in its continuing efforts to improve its service quality. Any disputes with regards to the tour shall be submitted in writing within fourteen (14) days from the date of return. No responsibility is accepted in respect to any dispute that is made thereafter. Kindly email to hello@diveegree.com

The Service Provider will investigate and act to resolve areas of concerns. The interim response is within 2 working days (or 48 hours). Depending on the complexity of the case, the time taken to resolve a complaint is within 60 days. If it is unable to resolve the complaint amicably, it will refer to CASE or any relevant channel with mutual consent of the Customer

10. Confidentiality

The Service Provider will not divulge the Customer's personal information to any unauthorized third party without any written consent

[] I do not wish to receive any marketing messages via phone calls, SMS, email or fax from the Service Provider.

11. Responsibility of the Customer

The Customer is obliged to read through the medical questionnaire carefully, which can be found on the website www.diveegree.com. If the answer to any of the medical conditions is a "yes", the Customer is required to seek approval by a doctor prior to any in-water activities.

12. Responsibility and Liability

All arrangements for the provision of transport, accommodation, sightseeing and other tour or travel services are made by the Service Provider through our appointed agents. The Service Provider accepts no responsibilities for mechanical breakdown, injuries, damage, accident, loss, delay, theft, quarantine, custom regulation, strike, acts of god, and changes in itinerary, deportation or refusal of entry by Immigration or other circumstances beyond its control.

The Service Provider is a scuba diving operator, and is not liable for changes made by suppliers but will render assistance wherever possible.

Authorities resulting from improper travel documents, possession of unlawful items or irregularities that may cause to person or property. Any losses & expenses are the responsibility of the Customer. All proper travel documents (e.g. health certificates, visa and passports) are the sole responsibility of the Customer.

The Service Provider also reserves the right to require any individual to withdraw from the tour if it is deemed that his or her behavior or conduct is detrimental to or incompatible with the health, safety, interests, harmony and welfare of the other tour participants and the tour group as a whole. Under such circumstances, the Service Provider shall be under no liability thereafter to any such person.

No tour leaders/guides, employees or agents of the Service Provider are authorized to commit the Service Provider to any liability whatsoever and the Service Provider will not be bound by any statements or representation unless it is in writing and signed by a management executive of the Service Provider.

The Service Provider also reserves the right to take photographs and films of the Customer while on tour with the Service Provider to be used for marketing materials. Such materials will be used in publications and other forms of advertising.

The Service Provider shall not be liable to the Customer for any goods purchased by the Customer during the tour whether or not the goods are of defective quality, not suitable for the Customer's purpose, not in conformity with samples provided to the Customer or rejected by the Customer for any other reason whatsoever notwithstanding that the goods are purchased in shops the visitation of which comprise part of the tour package (including itinerary) or which are specifically recommended by the travel services, their guides, servants, employees or independent contractors, nor the Service Provider or the travel services be liable to the Service Provider for the purchase monies of the aforesaid goods.

Itineraries, prices, services and conditions are correct as the time of reservation. The Service Provider reserves the right to revise the tour fares and to determine the date of commencement of such revised tour fares.

The Service Provider reserves the right to change, amend, insert or delete any of the terms and conditions, or policies contained in this document, as the case may be, without prior notice.