



Terms & Conditions

1. Contractual Relationship

All bookings made via Decathlon Travel are concluded directly between the client and Divers Club Azores. Decathlon Travel acts solely as an intermediary platform facilitating the booking and is not a party to the service contract.

2. Booking & Payment

Payments are collected by Decathlon Travel on behalf of Divers Club Azores. Divers Club Azores receives payment after the client's departure, in accordance with Decathlon Travel's billing cycle.

3. Cancellation Policy

Cancellations are managed through Decathlon Travel and governed by the following conditions:

- More than 30 days before the activity: full refund
- 30 days or less before the activity: 100% of the total amount is charged
- No-show or late arrival: 100% of the total amount is charged

Due to the nature of our operations, including limited group sizes, advanced planning, and fixed operational costs, no exceptions can be made to this policy.

We strongly recommend that all clients hold travel insurance covering cancellations.

4. Weather & Ocean Conditions

All activities are subject to sea and weather conditions.

If conditions are deemed unsafe, Divers Club Azores will:

- Reschedule the activity, or
- Offer an alternative experience, or
- Approve cancellation via Decathlon Travel

No refunds are issued for:

- Seasickness
- Personal discomfort
- Voluntary withdrawal from an activity

5. Minimum Participation

Certain offshore experiences require a minimum number of participants.

If this minimum is not met, Divers Club Azores reserves the right to:

- Reschedule the activity
- Offer an alternative
- Cancel the activity via Decathlon Travel

6. Diving Requirements

Participants must:

- Hold the appropriate certification level
- Be in good physical health
- Complete all required documentation

A mandatory check dive may be required.

Divers Club Azores reserves the right to:

- Refuse participation on safety grounds
- Adapt dive plans based on experience and conditions

7. Marine Life Disclaimer

All wildlife encounters (including sharks, mobula rays, and whales) are natural and unpredictable. Sightings are not guaranteed, and no refunds are issued based on the absence of specific species.

8. Itinerary & Operational Changes

Divers Club Azores reserves the right to modify:

- Dive sites
- Timings
- Activity order

Due to weather, safety, or operational requirements. Such changes do not entitle clients to compensation.

9. Equipment

Equipment is provided as specified in the programme.

Clients are responsible for:

- Proper use of equipment
- Reporting any issues immediately

Loss or damage due to negligence may be charged.

10. Liability & Insurance

All participants must:

- Hold valid dive insurance
- Follow all safety instructions provided by the team

Divers Club Azores operates under all required licences and insurance in accordance with Portuguese law.

11. Image & Media Rights

Photos and videos of clients may only be taken and used with prior written consent.

Such consent will specify:

- Purpose of use (e.g. website, social media)
- Duration
- Scope of distribution

Clients may withdraw consent at any time, in which case the content will be removed where reasonably possible.

12. Client Responsibility

Clients must:

- Arrive on time at the agreed meeting point
- Follow all instructions provided by the team

Failure to do so may result in:

- Cancellation of participation
- No entitlement to refund

13. Force Majeure

Divers Club Azores is not liable for cancellations, delays, or changes caused by events beyond its control, including:

- Adverse weather conditions
- Transport disruptions
- Government restrictions
- Other unforeseen circumstances

14. Acceptance of Terms

By booking through Decathlon Travel, clients acknowledge and accept these Terms & Conditions in addition to Decathlon Travel's own policies.