

GENERAL TERMS AND CONDITIONS OF SALE (B2C)

Dream Dive

1. ORGANIZER IDENTIFICATION

Dream Dive

NIF: B55315485

Registered Address: Enric Granados, Local 5A, 17320 Tossa de Mar, Spain

Email: info@dreamdive.es

Phone: +34 653 932 323

2. PURPOSE

These General Terms and Conditions govern the sale of diving trips, travel packages, diving courses and underwater experiences offered by Dream Dive and sold through the Decathlon Travel platform to end consumers (B2C).

3. APPLICABLE LAW

This contract is governed by Spanish consumer law, Royal Legislative Decree 1/2007, Royal Decree-Law 23/2018 on package travel, applicable EU consumer protection regulations, and regional tourism regulations.

4. BOOKING PROCESS

A booking becomes binding once availability is confirmed and payment is completed via the Decathlon Travel platform. Dream Dive reserves the right to refuse participation if safety, certification, or medical requirements are not met.

5. PRICES

All prices are stated in euros (€) and include VAT where applicable. Prices include only the services explicitly described. Flights, additional transfers, rental equipment, insurance, and local taxes are excluded unless expressly stated.

6. PAYMENT CONDITIONS

Payment conditions are determined by the Decathlon Travel platform. Failure to complete payment within the established timeframe may result in cancellation of the booking.

7. DIVING REQUIREMENTS

Participants must hold a valid diving certification (PADI, SSI, CMAS or equivalent) when required, possess valid diving insurance covering hyperbaric treatment and liability, and be medically fit to dive. Dream Dive may request medical clearance, proof of certification, or logbook verification.

8. CLIENT MODIFICATIONS

Any modification requested by the client is subject to availability and may incur administrative fees or price differences.

9. CANCELLATION POLICY

Unless otherwise specified in the product description:

- More than 30 days before departure: 10% cancellation fee
- 29–15 days: 50%

- 14–7 days: 75%
- Less than 7 days or no-show: 100%

10. ORGANIZER CANCELLATION

Dream Dive may cancel activities due to adverse weather conditions, safety concerns, insufficient participants, or force majeure. In such cases, rescheduling or refund of unused services will be offered.

11. WEATHER AND SAFETY CONDITIONS

Diving activities depend on sea state, visibility, wind and currents. The dive leader or captain has final authority regarding activity execution. Changes of dive site or schedule due to safety do not constitute grounds for refund.

12. LIABILITY

Dream Dive is responsible for proper execution of contracted services but shall not be liable for participant negligence, false medical declarations, force majeure, or third-party actions beyond its control.

13. INSURANCE

Valid diving insurance covering hyperbaric treatment, evacuation and civil liability is mandatory. If not held by the participant, it must be purchased prior to the activity.

14. DOCUMENTATION

Participants are responsible for holding valid identification documents and complying with health and entry requirements of the destination.

15. DATA PROTECTION

Personal data will be processed in accordance with EU Regulation 2016/679 (GDPR) exclusively for booking management and legal compliance.

16. CLAIMS AND JURISDICTION

Claims may be submitted to info@dreamdive.es. In the event of dispute, jurisdiction shall correspond to the courts of the consumer's domicile.

17. ACCEPTANCE

Completing a booking implies full acceptance of these General Terms and Conditions.