

General Terms and Conditions of Sale

1. Scope of Application

These General Terms and Conditions of Sale apply to all diving trips, activities, and services sold to individual customers (B2C) through the Decathlon Travel platform and operated by our dive center. By making a booking, the customer confirms having read, understood, and accepted these terms.

2. Booking and Payment

All bookings are subject to availability and are confirmed only after full payment or the payment terms specified on the Decathlon Travel platform have been completed. Prices include only the services expressly mentioned in the booking description. Any additional services or personal expenses are not included unless stated otherwise.

3. Customer Requirements

Customers must meet the minimum age, health, and certification requirements for the booked activity. For scuba diving, participants may be required to present a valid diving certification and complete a medical questionnaire prior to participation. The dive center reserves the right to refuse participation to any customer deemed unfit to dive for safety reasons.

4. Changes and Cancellations by the Customer

Cancellation and modification policies are those stated at the time of booking on the Decathlon Travel platform. Any request for changes or cancellations must be made through the platform. Refunds, if applicable, will be processed in accordance with the platform's conditions.

5. Changes and Cancellations by the Operator

The dive center reserves the right to modify or cancel activities due to weather conditions, sea conditions, safety concerns, equipment issues, or other circumstances beyond reasonable control. In such cases, an alternative activity, rescheduling, or refund may be offered in accordance with Decathlon Travel policies.

6. Safety and Conduct

Customers agree to follow all safety instructions provided by instructors and guides. Failure to comply with safety rules or irresponsible behavior may result in exclusion from the activity without refund. The dive center prioritizes safety and environmental protection at all times.

7. Liability

Participation in diving and water sports involves inherent risks. Customers participate at their own risk and acknowledge these risks prior to the activity. The dive center cannot be held liable for incidents resulting from failure to follow instructions, medical conditions not disclosed, or circumstances beyond its control, except where liability is imposed by law.

8. Insurance

Customers are responsible for ensuring they have adequate personal travel and dive insurance covering diving activities, medical expenses, more over if customer need diving insurance after their arrival we will provide from DAN insurance with an extra charge and emergency evacuation where applicable.

9. Environmental Responsibility

Customers agree to respect marine life and the natural environment. Any behavior causing damage to coral reefs, wildlife, or equipment may result in immediate termination of the activity.

10. Governing Law

These Terms and Conditions are governed by applicable local laws. Any disputes shall be handled in accordance with the legal jurisdiction of the operating country, unless otherwise specified by Decathlon Travel.

11. Acceptance

By completing a booking through the Decathlon Travel platform, the customer confirms acceptance of these General Terms and Conditions of Sale.