



Terms & Conditions – Hunter Divers

These Terms & Conditions apply to all bookings made with Hunter Divers, including bookings made via Decathlon Travel or any affiliated partner platform.

By confirming a booking, the customer acknowledges and agrees to the following:

1. General

Hunter Divers operates diving, snorkeling, and marine activities in accordance with local laws, environmental regulations, and internationally recognized diving standards (PADI / CMAS / SSI / CDWS / MOT where applicable).

Hunter Divers reserves the right to refuse or stop participation at any time if a participant is deemed unfit, unsafe, or non-compliant with safety rules or staff instructions.

2. Bookings & Payments

- All bookings are subject to availability and confirmation.
- Prices include only the services explicitly stated in the booking description.
- Full or partial payment may be required in advance depending on the activity or platform (including Decathlon Travel).
- Once confirmed, bookings are subject to the cancellation policy below.

3. Cancellation & Refund Policy

A. Diving Courses

- Diving courses are non-refundable if cancelled less than 7 days (1 week) before the course start date.
- Any unused training days or missed sessions due to late arrival, illness, or personal reasons are non-refundable.

B. Digital Learning & Training Materials

- PADI eLearning is strictly non-refundable once issued or activated.

- Any training materials or certification fees from PADI, CMAS, or SSI (including manuals, slates, codes, processing fees) are non-refundable under all circumstances, as they are issued directly by the training agency.

C. Packages (Dive / Snorkeling / Multi-Day Packages)

- Packages are non-refundable if cancelled less than 7 days (1 week) before the start date.
- Partial use of a package does not entitle the customer to a partial refund.

D. Daily Trips & Single Activities

- Daily trips are non-refundable if cancelled less than 72 hours before the scheduled activity.
- No-shows, late arrivals, or missed pickups are considered last-minute cancellations and are non-refundable.

4. Operator Cancellation

Hunter Divers reserves the right to cancel, delay, or reschedule activities due to:

- Weather or sea conditions
- Safety concerns
- Force majeure
- Operational or regulatory reasons

In such cases, customers will be offered rescheduling or a refund, according to Decathlon Travel or booking platform policies.

5. Medical Requirements

- All participants must complete and sign the required medical questionnaire and liability release.
- Customers must disclose any medical conditions, medications, pregnancy, or recent surgeries.
- Failure to disclose medical information may result in denial of participation without refund.

6. Fitness, Certification & Responsibility

- Certified divers must present a valid certification card when requested.
- Refresher dives may be required for divers who have not dived recently.
- Participants must stay within their training limits and follow all dive briefings.
- Alcohol or drug consumption before activities is strictly prohibited.

7. Safety & Conduct

- All participants must follow instructions given by Hunter Divers staff.
- Unsafe, disrespectful, or environmentally harmful behavior may result in immediate termination of the activity without refund.

8. Equipment & Personal Belongings

- Rental equipment is maintained to professional standards.
- Customers are responsible for loss or damage caused by misuse or negligence.
- Hunter Divers is not responsible for loss, theft, or damage of personal belongings.

9. Environmental Protection

Touching marine life, damaging coral, or removing any underwater objects is strictly prohibited and may result in penalties or termination of the activity.

10. Media Usage

Photos and videos may be taken during activities for promotional purposes. Customers who do not wish to appear must inform Hunter Divers in writing before the activity.

11. Insurance

- Hunter Divers staff are insured as required by law.
- Customers are strongly advised to have valid travel and diving insurance or we can provide for them for additional charge.
- Hunter Divers is not responsible for medical or evacuation costs beyond legal obligations.

12. Acceptance of Terms

By booking through Hunter Divers or Decathlon Travel, the customer confirms that they have read, understood, and accepted these Terms & Conditions.