

## **Payment and Cancellation Policy**

### Payment Policy:

- At the time of booking, 50% of the total amount/invoice must be paid.
- The remaining 50% must be paid up to 48 hours before the activity.

### Cancellation Policy:

- Cancellations made more than 15 days before the activity will be fully refunded.
- Cancellations made between 15 days and 48 hours before the activity will be refunded 50%.
- Cancellations made within 48 hours of the activity will not be refunded.

## **Terms and Conditions:**

- When booking and purchasing an activity, it is the responsibility of the contracting company to inform its clients about the cancellation policy and the necessary requirements for participating in the activities.
- NorbertoDiver reserves the right to cancel activities without prior notice for safety reasons, weather conditions, failure to meet the minimum number of participants, or other force majeure situations. This ensures the quality of the activity and the safety of participants. In such cases, the total amount for the service will be refunded/not charged, or an alternative booking will be offered, subject to the client's availability and the weather conditions on the rescheduled day(s).

## **Whale Watching Coastal Diving, Manta Ray Diving, and Shark Diving**

- Whale Watching activities require a minimum of 6 participants.
- Coastal Diving requires a minimum of 3 participants with certified diving qualifications.
- Introductory Dives (Discover Scuba Diving) require a minimum of 2 participants.
- Manta Ray Diving at Princess Alice Bank and Shark Diving are scheduled only one or two days in advance due to dependency on weather conditions and minimum participant numbers (sharks: 4 participants; manta rays: 6 participants). Therefore, it is important that participants are available over several days for these activities.