



One Two Dive – Terms & Conditions



1. Definitions

1“**One Two Dive**”:BUCEARTE SL, established in Costa Adeje, Santa Cruz de Tenerife,CIF B55381743.

2“**Customer**”: The person with whom One Two Dive has entered into an agreement.

3“**Student**”: The person with whom One Two Dive has entered into an agreement for learning purposes.

4“**Parties**”: One Two Dive and the Customer together.



2. Applicability

2.1 These Terms & Conditions apply to all quotations, offers, orders, agreements, and deliveries of services and products by or on behalf of One Two Dive.

2.2 Deviations from these conditions are only valid if explicitly agreed upon in writing by both parties.

2.3 The applicability of any supplementary or deviating terms and conditions of the customer or third parties is expressly excluded.



3. Prices

3.1 All prices are in € (EURO) and include VAT. Prices may vary depending on customer or student requirements at the time of booking.

3.2 The One Two Dive price list is kept up to date on the website and may be changed if necessary.

3.3 One Two Dive has an agreement with PADI (Professional Association of Diving Instructors); prices for PADI courses and study materials are fixed.



4. Payment

4.1 When booking through the website, two payment options are available:

a. Deposit: A 30% deposit is paid in advance; the remaining balance is paid upon arrival at the One Two Dive shop.

b. Full Payment: The full amount is paid in advance.

- 4.2 All online payments are made in € (EURO). Accepted payment methods are credit card, Bancontact, SOFORT, and iDeal.
- 4.3 Cash payments in € (EURO) are accepted at the One Two Dive shop.
- 4.4 Online payments are secured via SSL certification and processed through Stripe.
- 4.5 Customers and students will receive an invoice digitally or in printed form, with the option to receive it by email.
- 4.6 See Section 9 for the Refund Policy.



5. Health & Medical Statement

- 5.1 All customers must be in good health to participate in any service or course provided by One Two Dive.
- 5.2 Students and introductory divers must complete a medical questionnaire.
- 5.3 If a student answers “yes” to any medical questions prior to registration, medical approval from a doctor is required before starting the course.
- 5.4 If a student answers “yes” after registering, they must obtain medical approval from a local doctor.
- 5.5 If medical approval is not obtained, the refund policy in Section 9 applies.
- 5.6 A minimum of 18 hours must pass before flying after diving.



6. Certification

- 6.1 Certified customers may participate in scuba diving activities unless enrolled in training or introductory dives requiring supervision.
- 6.2 All customers and students accept full responsibility for themselves, their actions, and their equipment.
- 6.3 Failure to provide valid certification allows One Two Dive to refuse participation without refund.



7. Broken or Lost Equipment

- 7.1 Lost or damaged equipment due to incorrect, irresponsible, or inappropriate use will be charged at cost price.
- 7.2 Customers and students are responsible for their personal belongings. One Two Dive is not liable for loss, damage, or theft.



8. Cancellation by One Two Dive

- 8.1 In the case that a cancelation has been made by One Two Dive due to weather conditions as explained below or for any other reason.
- 8.2 Weather Conditions: If the weather on the day of course or diving trip prevents parties from having a safe experience the student / customer will be informed that the

trip is cancelled or the need to change the course or diving trip to another location or day.

8.3 In the event of light rain without strong winds or any safety risks One Two Dive will not cancel any courses or diving trips.

8.4 Course or dive schedule is subject to change without any prior notice in accordance with weather conditions for both parties safety.

8.5 One Two Dive cannot be held responsible for adverse unforeseen weather conditions, involving rough seas and poor visibility.

8.6 It's recommended to have a travel & cancellation insurance policy that covers for unforeseen circumstances.



9. Refund Policy (Individual Bookings)

9.1 General

A full refund will only be accepted within 1 hour after a booking has been made.

9.2 No Refund Conditions

No refund will be issued if:

- a. The customer or student cancels more than 1 hour after booking
- b. A Refresher Course has been completed
- c. Any pool session has been completed
- d. On the day of departure: late arrival (maximum waiting time of 5 minutes) or missed boat
- e. Another customer or student in the diving group has poor air consumption
- f. Another customer or student in the diving group has buoyancy problems
- g. A certified diver is unable to prepare their own equipment
- h. Cancellation occurs on the 2nd or 3rd day of the water session of the Open Water Course
- i. Cancellation occurs on the second dive of the Advanced Open Water Course



9.3 Open Water Course – Practical Refunds

- Cancellations before or on the first day: 50% refund
- Before or during second water session: 25% refund
- After second water session: no refund
- The refund percentage is applied once the total amount has been reduced by the cost of the course materials (€144)



9.4 Advanced Open Water Course-**Practical Refunds**

- Cancellations before or during the *first water session* **15% of Refund**
- Cancellations during the second or after the *second water session* **No refund**
- The refund percentage is applied once the total amount has been reduced by the cost of the course materials (€144)



9.5 Refund & Cancellation Policy – Groups (5+ People)

Courses excluded: Group course bookings follow the standard course refund policy.

9.5.1 Cancellations More Than 7 Days in Advance

- 80% refund of the total amount paid
- 20% retained to cover administrative and operational costs

9.5.2 Cancellations Between 48 Hours and 7 Days

- One Two Dive will attempt to reschedule the activity
- If rescheduling is not possible, the group may be eligible for a refund of up to 50%

9.5.3 Cancellations between 24hours and 48 Hours

- 20% refund if rescheduling is not possible; otherwise, no refund will be issued.

9.5.4 No refunds will be issued for cancellations made less than 24 hours before the scheduled time.

9.6 Activity Rescheduling

- Subject to availability
- Requests made less than 24 hours in advance incur a 20% surcharge
- Requests made more than 24 hours in advance are assessed case by case with no surcharge unless otherwise agreed

9.7 General Conditions

- Refunds are processed using the original payment method
- Bank or platform transaction fees may be deducted
- All cancellation or rescheduling requests must be submitted in writing (email or booking platform)

9.8 Medical Exception

A medical reason supported by a doctor's note is an exception to the no-refund policy. The customer or student must contact the One Two Dive team as soon as possible after receiving the doctor's note.