

Paradise Divers – Booking Terms & Conditions

1. Booking Confirmation

A booking is confirmed once the required deposit or full payment has been received. The remaining balance must be paid before the start of the activity unless otherwise agreed.

2. Cancellation Policy

Customer Cancellations

- More than 30 days before the scheduled activity: Full refund of any payments made.
- No-shows or failure to arrive on time: No refund.
- If a participant decides to end a course or diving package after it has started, no refund will be given for the unused portion.

3. Rescheduling

Requests to change booking dates are subject to availability. Paradise Divers will make every effort to accommodate changes but cannot guarantee alternative dates.

4. Medical Requirements

All participants must complete a Diver Medical Questionnaire before diving. If required by the questionnaire, a doctor's clearance must be provided before participation.

Failure to provide the required medical clearance will be treated as a customer cancellation and the cancellation policy will apply.

5. Weather and Sea Conditions

Safety is our priority. If Paradise Divers cancels an activity due to adverse weather, sea conditions or any safety-related reason, customers will be offered:

- An alternative date; or
- A full refund for the cancelled activity.

No compensation will be provided for travel, accommodation or other related expenses.

6. Equipment

Customers are responsible for returning all rented equipment in the condition it was issued. Lost or damaged equipment beyond normal wear and tear may be charged at the replacement or repair cost.

7. Fitness to Dive

Participants must be medically fit to dive and certify that all information provided is truthful. Paradise Divers reserves the right to refuse participation if a diver appears to be under the influence of alcohol, drugs, or is considered unfit to dive.

8. Liability

All diving activities involve inherent risks. By participating, customers acknowledge these risks and agree to complete the appropriate liability and assumption of risk documentation before any activity.

Paradise Divers accepts no responsibility for loss, theft or damage to personal belongings.

9. Certification Requirements

Certified divers must present proof of certification before participating in certified diving activities. Divers may be required to complete an assessment.

10. Photography and Media

Photographs and videos taken during activities may be used by Paradise Divers for promotional purposes unless the customer informs us in writing before the activity begins.

11. Late Arrival

Activities depart at scheduled times. Late arrivals may miss the activity, and no refund or rescheduling will be offered.

12. Governing Law

These Terms & Conditions are governed by the laws of Spain. Any disputes shall be subject to the jurisdiction of the Spanish courts.

13. Courses and Certification

Certification is awarded only when all performance requirements and standards have been successfully completed. Payment for a course does not guarantee certification.