



## **INDIVIDUAL RESERVATIONS & TRAVEL POLICIES**



**Reservation Inquiries:** Reservation inquiries may be made by phone or email between 9:00 AM and 5:00 PM, EST, Monday through Friday.

Toll Free: 855-798-5300 | Florida: 954-743-5310 | Email: [reservations@diveparadise.com](mailto:reservations@diveparadise.com)

**Payments:** A \$100.00 per person deposit is required to confirm a reservation. The final balance is due 30 days prior to arrival date. Reservations are not confirmed until proper payment is received. Reservations made within 30 days of arrival require full payment at time of reservation.

**Forms of Payment:** All payments must be made in US currency.

- **Checks** must be drawn on US banks, made payable to **Dive Paradise** and mailed to:

Dive Paradise  
P.O. Box 570  
Woodstock, GA 30188

We reserve the right to electronically debit your account if a check comes back dishonored, plus a \$25.00 processing fee and applicable tax. The use of a check is your acceptance of this agreement and its terms.

- **Credit Cards:** Payments by credit card are accepted via Pay Pal. The email address used for PayPal payments is [apple@diveparadise.com](mailto:apple@diveparadise.com) . If you are paying your deposit by credit card, your card will be automatically charged for final payment on the due date.

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Last Update: 7/31/2018



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- **Online:** The customer assumes any transaction fees for the payment processing system used. The reservation will be valid only when we have received the notice of payment received via the online payment processing system.

**Group Reservations:** Special payment and cancellation policies apply to groups. Please inquire.

**Cancellations/Refunds - Diving/Hotel Combo:** All cancellations must be acknowledged in writing in order to be considered a valid cancellation. Cancellations made prior to 30 days will receive a refund of the deposit. Cancellations 30 days or less, no-shows or premature departure: no refunds. Full amount is forfeited. The unused portion of any reservation is non-transferable and not refundable.

**Cancellations/Refunds - Diving Only:** All cancellations must be acknowledged in writing in order to be considered a valid cancellation. Cancellations made 7 days or more prior to the first scheduled dive day will receive a full refund. Cancellations and/or changes in reservations 4 - 7 days out will be charged a \$25.00 per person administration fee. Cancellations received within 3 days (72 hours) are non-refundable and non-transferrable. No-shows are non-refundable.

**Trip Insurance:** Due to our cancellation policy and the unexpected events that can possibly occur, Dive Paradise strongly recommends that all divers obtain international medical coverage, and/or a comprehensive travel insurance policy for their reservations, with coverage that includes cancellation, medical, personal liability and coverage for dives cancelled due to bad weather/port closures.



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For US and Canadian citizens, we suggest travel insurance from either [The Divers Alert Network \(DAN\)](#) or DiveAssure. For all other nationalities, we recommend travel insurance from [DiveAssure](#).

**Customer Responsibilities:** It is the customer's responsibility to advise Dive Paradise of any updates/changes in your contact information or other details supplied to us. It is the customer's responsibility to ensure that they meet the passport, visa, and health requirements of Mexico and the countries transited to/from Mexico. It is the customer's responsibility to read our policies and correspondence carefully. Dive Paradise is not responsible for problems arising from customer's failure to adhere to instructions in our emails and policies.

**Disabilities and Travel:** One of our goals is to provide expanded diving opportunities for people with special needs. However, not all of our offerings include special accommodations. You are responsible to verify that special arrangements can be made when you book your trip. Dive Paradise is not liable for any incidences or consequences during or after diving or travel due to your failure to inform us of your special needs.

**Medical Conditions and Pregnancy:** Dive Paradise cannot give you advice on medical matters relating to diving or other activities, or regarding government travel advisories or warnings. It is your responsibility to confirm that you have the physical capacity to participate in diving and all other activities, including travel. If you have a medical condition, or if you are in doubt, it is your responsibility to consult with a doctor before you travel or dive. It is also your responsibility to obtain any required or recommended immunizations. You are responsible for disclosing any medical or related information to Dive Paradise during the reservation process. You understand that Dive Paradise is not in a position to provide any medical services or urgent



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care in the event such an action may be required. Rescue and medical treatment, if available, may take time to arrive. You are liable for any risks, incidences or consequences incurred during travel.