

Booking and Certification Requirements for Divers

All customers booking to dive with Pro Dive **MUST** show proof of certification (through their relevant training agency) to the minimum level required for that trip before they are able to embark onto Sea Life V or head to the beach. If you are unable to provide proof of certification you will not be allowed to board the vessel (or dive with the group) and may forfeit all monies paid for that trip.

The information provided here is to assess your ability to dive with us. We have a duty of care to ensure that your dive experience is enjoyable and safe. If you have less than 10 dives and have not dived for 6 months, or you have more than 10 dives but have not dived for 12 months you may be required to complete a dive refresher course. This is for your own safety and comfort as well as for the safety and comfort of the other customers diving with you. Pro Dive reserves the right to refuse to provide diving and dive related activities where a customer is deemed by staff to be unfit to participate. Refunds will be made at Pro Dive's discretion.

Booking Cancellations/Amendments - Terms and Conditions

All customers of Pro Dive participating in diving-based activities must complete this form. Signing this form represents confirmation of booking, acceptance of terms and conditions and when booking online also represents confirmation of booking and acceptance of terms and conditions.

For **ALL** event cancellations there is a \$25 administration fee.

Where cancellation notification is received **LESS THAN 7** days prior to the booked event (exception: see medical requirements) bookings are non-refundable.

You are able to change your event start date free of charge where a minimum of 7 days notification is given prior to booked event, however for all booking changes made within 7 days of the booked event (unless otherwise stated) there will be a \$100 charge per person (unless medical notification is received).

Where Pro Dive cancels an event a full refund or alternative dates will be offered, however no refunds or credits will be due where customers fail to arrive by the published start/departure times for their courses and trips.

Medical Requirements

For divers and courses requiring a dive medical it is a requirement that it is completed **AT LEAST 7** days prior to course commencement.

Where a customer cancels their diving event due to medical reasons **AT LEAST 7** days prior to course commencement (and notifies us thereof) there will be a full refund of fees upon return of all texts and course materials in original condition (where applicable).

For course cancellations due to medical grounds **WITHIN 7** days there will be a \$25 administration fee and the remaining fees will be refunded upon return of all texts and course materials in original condition (where applicable).

Where course materials have been defaced, damaged or lost they will be charged at the standard PADI retail prices as per the current PADI price list.

ALL MEDICAL CANCELLATIONS MUST BE ACCOMPANIED BY A MEDICAL FAILURE NOTIFICATION FROM THE DOCTOR, WORD OF MOUTH WILL NOT BE ACCEPTED.