



TERMS & CONDITIONS

BOOKING POLICY

Reservations: To confirm your booking with **Reef 2000 Dive club** you should provide us with the required & related information for each guest as follows:

- Full name as it appears in the Passport and/or ID
- Nationality, Passport number and the expiry date
- Dive certificate level and number of dives

Day Diving & Course(s): Any booking is not confirmed until payment has been received by **Reef 2000 Dive club** and the company reserves the right to cancel a booking if payment is delayed. For group bookings of 6 or more, a 25% deposit may be requested at time of booking.

Late payment: For bookings where payment is not made prior to arrival. In such case **Reef 2000 Dive club** will not be able to guarantee the availability and bookings will therefore be arranged and paid for locally in full at the Dive club rates plus any applicable taxes.

Additional charge(s): Local fees varies depending on each site such as National Park, Port and Chamber fees, such fee is paid locally. Services arranged in dive club including but not limited to; equipment rental, special tank requests, shop purchases, course materials & certification fees, will be inclusive of any service charges and local taxes. Please check the price lists on our website for further information. All local taxes, park and port fees are included.

Surcharge(s): **Reef 2000 Dive club** reserve the right to apply an appropriate surcharge to its prices should economic changes (such as exchange rates, fuel prices, etc)

- A minimum of 14 days' notice will be given before such a surcharge becomes effective.
- No surcharge will be applied within 28 days of departure.
- If the surcharge results in an increase of 10% or more to the price of the dive package/dive course, then cancellation with a full refund will be allowed. Notification of the intention to cancel must be made in writing within 14 days of the cancellation date.

CANCELLATION POLICY

Amendments or Cancellations: Amendments and/or cancellations of confirmed bookings should be emailed directly at the earliest opportunity to reef2000dahab@gmail.com. You will receive a reply within 24 hours from the date of your request. Such request must be received no later than 72 hours prior to your arrival. Failure to do so will incur a charge of 50% of the total cost.

Cancellation of any special tanks or equipment sourced by **Reef 2000 Dive Club** from a third party (i.e. Technical) must be received no later than 48 hours prior to your arrival. Failure to do so will incur a charge of 50% of the total rental cost. Trimix tanks will be subject to 100% cancellation fees.

Scuba Diver, Open Water (including Digital Learning): If, after the first day of tuition and before day 2, you decide not to continue then we'll refund your course fee. Refunds do not include payments made to the training agency or the cost of any materials you may have purchased. There are no refunds available if you proceed beyond the first day's tuition in resort and then decide to stop.

Discover Scuba Diving: Should you decide to stop the course having completed the first pool or confined water training; we will refund the value of the Open Water dive which is 30% of the cost.

Health Condition(s): **REEF 2000** cares for the wellbeing of our divers and accordingly if you have to drop out any service due to illness, e.g. ear problems or an health related reason with a doctor report. In such case the matter will be treated as an insurance claim in which **Reef 2000** will assist to provide all the related information and documents and refund of such case(s) will be provided by your insurance company at their own terms.

No show fee: Any guest in resort who signs up to dive but does not attend on the day or does not call to cancel by 4.00pm the evening before the arranged day, in such case payment will be made in full.

Travel Restrictions or Force Major: In case of the issuance of any travel warning and/or advises against travel to our area and/or in case of the occurrence of any Force Major incident(s) **Reef 2000** will refund the amounts paid in full or issue a credit note for future use at the customer convenience.

Note: the above percentages are of the total booking value. PADI digital course materials are non-refundable once issued and redeemed.



GENERAL TERMS - Applicable to all bookings

Scuba Review: Many agencies recommend a Scuba Review if it has been longer than six months since your last dive. **Reef 2000** advises divers to follow the agency recommendation for safety reasons. The Scuba Review should be booked in advance and takes place on your first day.

We are aware that even after a period of diving inactivity that you maybe an experienced diver, therefore we advise that you complete a Check Dive prior to starting your diving. This allows you to check your buoyancy in an unfamiliar diving environment and acquaint yourself with your equipment. This can be arranged locally and will be incorporated into your first dive and includes the following skills:

- Full mask removal and replacement
- Regulator recovery and clear
- Alternate air source use
- Demonstration of neutral buoyancy

Insurance: You MUST hold an active comprehensive dive and travel insurance during your booking with **Reef 2000**. **Reef 2000** will not be responsible for any financial loss incurred by issues beyond its control including but not limited to; weather, 'Act of God' or changes made by the local authorities. You are responsible to check that your insurance includes:

- a. **Dive Injury Insurance:** covering all risks, costs and expenses likely to be incurred as a result of a diving injury, including but not limited to re-compression chamber treats, air evacuation, and loss or damage to possessions. This insurance should cover all scuba diving or water sports activities that you are likely to undertake during your trip, and
- b. **Medical Evacuation Insurance:** covering all risks, costs and expenses likely to arise from a diving or non-diving injury requiring your evacuation to a place of specialist care, including but not limited to low altitude air evacuation; specialist treatment and direct; and indirect losses; and
- c. **Comprehensive Travel Insurance:** valid at the time of booking to cover any pre-departure cancellations should you have to cancel your trip for an insured reason such as illness or serious accident, any changes or cancellation to your travel plans, loss or damage to your luggage and contents.

You must be satisfied that your insurance fully covers all your personal requirements including pre-existing medical conditions, cancellation charges, medical expenses and repatriation in the event of accident or illness, diving injuries and medical evacuation. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

Should diving insurance not be obtained prior to your departure, **Reef 2000** can assist with that and arrange the issuance of such insurance by a reliable insurance company. pricing information can be found on the relevant product price list or contact us at reef2000dahab@gmail.com.

Itineraries & Dive Sites: All itineraries and dive sites are subject to various unpredictable changes including weather conditions and changes in local government approval. Whilst **Reef 2000** makes every effort, we cannot guarantee diving at specific sites. In adverse weather conditions the guides and captain of the boat will have the final decision about which dive sites to visit to ensure that the guests, staff and boats safety is not compromised in any way. If in the unfortunate event that dives are missed or dive sites are not reached due to weather conditions or other unforeseeable changes, **Reef 2000** will not offer a refund or compensation.

Diving for Qualified Divers: **Reef 2000** dive guides will provide a detailed and comprehensive dive briefing before you enter the water with your buddy. When the guide is in the water, they will remain with the group to navigate the site and to look out for any interesting marine life to show you. The dive guide will not provide any dive training during the dive and you and your buddy dive together at your own risk. As qualified divers you are responsible for your own and your buddy's safety during the dive and to plan your dive and dive your plan by using either dive tables or a personal dive computer. You must begin, execute and end the dive with your dive buddy.

Non-diving guests and guests taking part in other water-based activities such as but not limited to; swimming, snorkeling, kayaking, stand-up paddle boarding and surfing are done at your own risk. When leaving the boat to take part in any water-based activity please ensure you have informed a member of staff so that they can monitor the conditions and are aware that you are no longer on the boat. Safety equipment is available if you do not have your own.

Children: Children aged 12 years or younger participating in a diving course must be accompanied by a parent or guardian at the dive center, boat, poolside, beach and on the boat when the student is in the water.

Children aged 15 years or younger must always be supervised by a parent or designated responsible adult whilst on board an **Reef 2000** day diving boat or liveaboard. Children may be accepted on-board for a full charter, subject to consent from the group leader.

Alcohol: Please be aware that the risks associated with diving and water activities are increased with the consumption of alcohol or under the influence of a hangover can impair your judgment and when scuba diving can increase the risk of decompression sickness. Please drink responsibly, within your own limits and act with respect for others and your own safety at all times. **Reef 2000** reserves the right to refuse entry to the water if they believe you are no longer safely in control of your own actions and safety. If the guides deem that you are unfit to dive you will be asked to sit out the dive. Your safety and well-being are paramount so this request by the dive guides will only be made to avoid accidents.

Behavior: Anti-social or aggressive behavior will not be tolerated and individuals who cause a disturbance to other guests may be asked to leave the Diving Center.

FORMS TO COMPLETE

Medicals: All diving guests for the Red Sea, whether diving from daily diving or taking part in a course are required to sign a [PADI Diver Medical](#).

In such cases, if you have, or think you have, any of the medical conditions listed you will need signed clearance from a doctor valid within 12 months of starting your course. Where doctor's clearance is needed, we ask you to arrange this before arrival where possible and to bring it with you to avoid any delays, additional costs or cancellation. In case you didn't have time to do so prior to arrival Reef 2000 can still assist you with a local Doctor.

Liability Release: All diving guests are required to produce a valid certification/qualification and sign a completed registration form/waiver, including a diver medical prior to the commencing diving activities. Please contact reef2000dahab@gmail.com for a copy.

YOUR CONSENT

Your Consent to accept our Terms and Conditions is required to proceed with your booking.

Should you proceed with your booking but later withdraw your consent to accept our Terms and Conditions the related agreement will be terminated as your consent and acceptance of our Terms and Conditions are precedent to us providing our services to you and cancellation charges will apply as per these Terms and Conditions.