

Terms and Conditions of booking.

All Scuba diving courses and guided diving holidays

Payment

A 25% deposit is required to secure the booking, with 25% payable eight weeks before arrival, and the remaining 50% paid four weeks before arrival. If at the time of booking the arrival date falls within the eight or four-week period, then this amount will be due to secure the holiday. We will send a reminder before the due dates, but if the payment is not received within the specified time then we will apply our cancellation fees (below).

Cancellation Fees

If you wish to cancel your booking, then please let us know as early as possible. We'll endeavour to find a solution that is agreeable to both parties, but if this is not possible then the following conditions will apply.

Days before arrival	Cancellation fee (of total cost)	Move holiday to new dates
> 49	Full refund	Free
29 to 48 days	25%	5%
15 to 28 days	50%	10%
<15 days	100%	20%

If you cancel for reasons outside of your control, then it may be possible for you claim back this cost on your insurance.

Course Materials

For diving courses which have an accompanying manual and/or DVD, we will despatch this no later than eight weeks before arrival.

Diving Course Performance

All of the PADI diving courses are performance related and not time related, and through our extensive experience offering these courses, we have been able to determine how much time is required to complete a course (number of dives, days, etc.) As you have to reach an acceptable level of competence in the skills required to complete the course, it may be necessary to conduct additional dives or theory sessions to reach this level. Additional training dives and theory sessions will incur a small charge.

Notwithstanding the above, in the very unlikely event that you are unable to reach the standards, as defined by PADI for your course, and considered acceptable by your instructor, then you may fail the course.

Where your course includes a training manual, you will be required to have all relevant sections completed prior to arrival. Details of these requirements will be included with the manual when despatched to you.

If during the course an illness, injury or the inability to equalise during decent means that training cannot continue, then we will endeavour to reschedule the course with the time remaining. If it is not possible to complete within the time remaining, then we will offer you the chance to reschedule the course for another date (costs may apply).

Conditions Outside of Our Control

In incredibly rare instances sometimes the weather precludes us from diving safely. Where this happens, we will endeavour to work with the time remaining to complete your training, and if this is not possible we will offer you the chance to reschedule to another date (costs may apply). The PADI system of diver training allows for you to complete any unfinished portion with any other PADI dive centre, so it is not necessary for you to retake any completed sessions.

If the weather precludes us from offering guided diving, then we will offer alternative outdoor activities.

As diving is very weather dependent, and notwithstanding the above, no liability can be accepted by Active Andalus for any consequential loss or expense incurred if your diving course cannot be completed in the scheduled time.

Complaints

If during your holiday you have any concerns or are unhappy with the way your course is proceeding, then please bring this immediately to the attention of your guide/instructor. We're focused on providing a safe environment for diving and one that is also conducive for learning and will always listen to any concerns you have.