

Terms and Conditions of Dive Experiences.

- **Blue Planet Aquarium reserves the right to cancel, alter or amend any of the times and dates without notice if operational or other circumstances require us to do so.**
- If Blue Planet Aquarium cancels, postpones or alters any of the dive events at any given time the participant accepts that Blue Planet Aquarium is not responsible or liable for any external costs. Examples would include travel costs, hotel costs. NB. This list is not exhaustive.
- Blue Planet Aquarium will only issue Dive Vouchers upon receipt of full payment.
- If this is a surprise gift please be aware that if the diver answers "yes" to one or more of the questions on the PADI medical form, their dive will be postponed until a later date when they can present a valid Doctor's certificate.
- If the diver fails to appear for the dive without prior written notification the dive and all payments will be forfeit. Methods of contact can be made through e-mail, fax or post (see below for details). Telephone cancellations will not be accepted.
- If you are unable to participate on the given day, we will be happy to reschedule your dive provided no less than 14 days' notice is given. This 14 day notice will be strictly adhered to. If the diver gives less than 14 days' notice then additional booking charges will be incurred.
- It is mandatory to complete a PADI medical disclaimer prior to the dive. This is a basic health questionnaire. If the diver answers "yes" to any of the questions on the form please contact us, as the diver will require an additional form to be signed by their GP prior to commencing the dive. Please note – Doctors may charge additional fees.
- Blue Planet Aquarium Dive Instructors reserve the right to refuse medical notes if they feel that the diver is unsuitable to participate and could possibly jeopardise the Health and Safety of themselves and other participants.
- Spectators and (if required) kit hire, must be booked and paid for at least seven days prior to the event. Payment can be made with VISA or MasterCard.
- All divers must present their letter of confirmation from our Booking Office upon arrival.
- Qualified divers must bring all SCUBA certifications, current and up to date log books or proof of dives within the last six months etc. Failure to do so will result in the cancellation of your dive and no refunds will be given.
- Any damages to hired equipment must be paid for in full.
- Qualified divers must have a minimum of one logged dive within the six months prior to the event.
- Qualified divers under the age of 18 must have a parent or legal guardian present on the day of the event.
- Qualified divers under the age of 16 must have a parent or legal guardian with the same, equivalent or higher qualification who will be diving with them (written permission must be provided from parent).
- Non qualified divers or divers wishing to take part in the Shark Encounter SCUBA experience must be at least 16 years of age and in reasonable health.
- All dive experiences are non-refundable, unless the diver is medically unfit to participate. In this case we will send you a medical exemption form to be signed off by a General Practitioner. Upon receipt of medical exemption Blue Planet Aquarium will issue a refund in the form of a cheque (all refunds are minus administration fees). Dive Vouchers may be transferred to another person.
- If the voucher is received as a surprise gift and there are exceptional reasons (other than medical) that the recipient can not participate we may consider a refund, on the proviso that Blue Planet Aquarium is given immediate notice.
- Gift Voucher for both Shark Encounter and Shark Dives are valid for 6 months. Any extension of the validity period is at the discretion of Blue Planet Aquarium. Note additional charges will be incurred.
- Once the pool training and/or briefings have begun, no refunds will be given unless operational issues force Blue Planet Aquarium staff to cancel the dive.