

GENERAL TERMS AND CONDITIONS

FOR BOOKINGS AND CANCELATIONS OF ANY ACTIVITY WITH

ECOLOGICAL DIVERS TENERIFE

We suggest booking any activity with ECOLOGICAL DIVERS TENERIFE (Tenerife Diving S.L. CIF: B-76748011) in advance. This is not obligatory, but any space is subject to availability.

Should the customer wish a guaranteed space, they will have to upfront a deposit of a minimum of 50% for diving excursions. The remaining amount will have to be rendered on the day of the activity. Diving Courses must be paid completely in advance.

All contracted services (dives and courses) will be conducted in a specified area in the South/South-East of the island of Tenerife. The prices stated on the website www.ecological-divers.com are specific to this area. Activities conducted outside this area are subject to additional fee covering traveling costs depending on distance. Customers would be informed about these additional costs at the time of their booking.

Should a course that has been booked and confirmed, not be conducted due to reasons outside the company's control (certifying agencies SDI, TDI, FRTI etc.), the amount rendered cannot be swapped for dives. Should the customer has already purchased course materials and/or has begun the course, again, the course cannot be altered, changed, exchanged, refunded or swapped for dives.

The courses contracted with ECOLOGICAL DIVERS TENERIFE from any diving organization (SDI, TDI, FRTI etc.), must be completed within a maximum period of 3 months from the agreed starting day on. There will be no refund, if the student does not complete the course for lack of attending classes and/or dives or abandons and does not finish the course for any other reason.

In case the booked activity cannot be executed, following rules regarding refunds are in place: A full refund will be given should the activity be cancelled by ECOLOGICAL DIVERS TENERIFE for whatever reason. This excludes bad weather or suspected harm to human life. In this case 50% of the amount previously paid will be refunded.

There will be no refund should the customer cancel the activity.

Should a medical problem prevent the activity to go ahead, 50% of the amount previously paid will be refunded upon receipt of a medical note. This must confirm that the diver has no, temporary or permanent, medical clearance to go diving. Should the sick note not be received in time, no refund will be given.

All refunds will be given by bank transfer to the account used to pay for deposit and/or full amount of booking fee. Under no circumstance will a refund be given in cash. Should bank or transfer fees occur are these subject to customer's liability.

Should a third party have booked the activity, and the actual customer cancel the activity, no refund will be given.

The dive bonuses (packages) are non-transferable and will only be valid for the agreed days in the moment of purchasing them. If the client cancels these dives for any personal reason that is not a health problem, and this only valid with a medical proof, there will be no change of date or refund of money.

Should the customer have started the activity and cannot continue due to reasons outside of ECOLOGICAL DIVERS TENERIFE's control such as dizziness, sickness, problems with equalization, problems with temperature, problems with customer's own equipment or other problems outside the company's control, customer has no right to claim a refund. With payment the customer accepts all terms and conditions mentioned above.

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These General Terms and Conditions are valid from the 1st of September 2024. All previous terms and conditions are therefore void. If any part of these terms and conditions is inconsistent with Spanish law, the latter will prevail.