

GENERAL TERMS AND CONDITIONS
FOR BOOKINGS AND CANCELATIONS OF ANY ACTIVITY WITH
ECOLOGICAL DIVERS TENERIFE

We suggest booking any activity with ECOLOGICAL DIVERS TENERIFE 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 50%. The remaining amount will have to be rendered on the day of the activity.

All contracted services (dives and courses) will be conducted in a specified area in the 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 SSI or CMAS not included), 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.

In case the booked activity cannot be executed, following rules with regard to 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 has to 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.

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 companies control, customer has no right to claim a refund. With payment the customer accepts all terms and conditions mentioned above.