



RESERVATION AND CANCELLATION POLICY

- All services must be paid in full in order to confirm a reservation.
- Cancellation policy: Less than 24 hours-Full charge. 24 hours or more-Full refund.
- Weather conditions: Weather cancellations only apply to Playa del Carmen ocean diving and only if Harbor Master declares that the port is closed. If rescheduling isn't possible, we will issue a full refund. For Cozumel diving, if Harbor Master declares that the port is closed, the diving fee will be refunded, but we will not be responsible for the ferry fees.
- Cancellations due to sickness: A written statement from a doctor will be requested. If rescheduling isn't possible, we will issue a full refund. This applies to the sick diver only.
- If a participant endangers their safety or that of the group or staff, or commits an illegal or unlawful act, or refuses to follow the staff's instructions, the decision of the divemaster, instructor or manager to interrupt the hired services will be final. There will be no refund.
- Partial refunds: When a diver chooses to interrupt a hired service, there are no partial refunds. When an instructor chooses to interrupt a hired service, partial refunds for the unused portion will be refunded.
- No show = No refund.
- Please arrive according to your scheduled activities. Late arrivals will be considered a no-show.
- This policy is the newest version and cancels any other that you might have seen previously.