



## **Terms and Conditions**

Below we outline the terms and conditions that apply when booking your Divemaster Internship with Tenerife Diving Academy and its subsidiaries.

These provide you with information on the following:

What you need to do to secure your booking.

When full payment is required.

What happens if you need to cancel your booking.

What you need to know.

All Divemaster Internship courses are sold according to the following conditions;

### **Making a booking**

Please provide all information requested to help us manage your reservation and booking as quickly as possible.

Please book as early as possible to avoid disappointment.

A booking is not confirmed until your payment is received in cleared funds.

We are not responsible for any additional costs due to you not providing information as required.

### **Our prices**

All of our prices are quoted and based in Euro.

These prices may be converted into British Pounds Sterling, US Dollars, Canadian Dollars and Australian Dollars for your convenience.

It is possible to pay in other currencies although extra fees may apply.

Divemaster Internship packages are inclusive of taxes. There may be a service fee depending on the payment method.

### **Paying for your Divemaster Internship**

Either i) a €100 reservation deposit is required on booking and then 50% of the payment 6 weeks prior to arrival and finally the remainder of the balance in cash on arrival.

Or ii) a €100 reservation deposit is required on booking and then 50% 12 weeks before arrival and the remainder 6 weeks before arrival.

or iii) a €100 reservation deposit is required on booking and then payments as by agreement with the management.

There are three ways to make a payment – by electronic bank transfer, via PayPal or in cash.

To make a booking via bank transfer, please contact us to obtain details.

To pay via Paypal we will send you a secure link.

Once the amounts and dates are established if payment is late there is a €25 fee.

## **Exchange rate & service fees**

We will charge service & exchange rate fees where appropriate.

Paypal payments are subject to 4% fees on the following currencies: GB Pounds Sterling, Euros, US Dollars, Canadian Dollars, and Australian Dollars

Bank transfers received in Euros or GB Pounds Sterling do not incur any fees where we receive the designated amount without penalty.

## **If you need to cancel your booking**

For courses, trips and packages provided by us the following cancellation policy will apply:

Cancellations 120+ days before arrival: refund of 90% of total payment received.

Cancellations 60+ days before arrival: refund of 70% of total payment received.

Cancellations 45-60 days before arrival: refund of 40% of total payment received.

Cancellations 21-45 days before arrival: refund 20% of total payment received.

Cancellations within 14 - 21 days before arrival: 10% of total payment received.

Cancellations after 14 days before arrival nil refund.

Reservation deposit is deemed non-refundable in all cases.

All refunds will be made to the account from where the payments were received.

All refunds will be made within 45 days of the notice from you to cancel.

## **What happens if we need to change your booking**

If an Internship package is cancelled prior to the commencement date, due to circumstances beyond our control we will refund all money paid by our booked candidates

## **What happens if you need to change your booking**

You can change the dates of your booking up to 8 weeks before your original arrival date, subject to availability.

If changing with less than 8 weeks there may be additional costs. These are on a case by case basis.

## **Our liability**

We act as an agent for apartments, hotels and in some cases transport companies and assume no liability in connection with their services.

We will not be responsible for any act, omission, error or any injury, delay, irregularity, government regulations, theft or strikes over which we have no control.

## **Obligations of Divemaster Interns**

We expect that DM Interns will put in the required effort and have full attendance to complete the DM course requirements.

If DM Interns do not, we will not refund any money for non-completion.

If DM Interns need to stay longer to complete the course due to their own lack of effort and / or attendance, a charge will be made for extra weeks' accommodation & tuition

If DM Interns, due to illness or injury fail to complete the internship, we will not refund any money for non-completion.

If DM Interns need to stay longer to complete the course, due to illness or injury, a charge will be made for extra weeks' accommodation & tuition.

Additional accommodation and tuition can only be offered when available.

## **Costs and quotations**

The cost quoted is based on the information given by the DM interns.

If this information is later found to be incorrect then additional costs may be incurred by the DM interns.

DM Interns are expected to positively contribute to good customer service & the effective working practices by fulfilling allocated DM duties in accordance with dive centre standards.

If the DM interns have chosen to stay in accommodation supplied by one of our agents then they agree to pay for all damages and cleaning charges prior to certification.

Any complaints received about the DM intern will result in the possible removal from the accommodation with no refund.

All costs quoted are subject to change depending on our supplier's prices and conditions.

## **Additional costs**

Cost's that are not included in the quotation are as follows;

Diving insurance

Diving medical

PADI Professional Membership fees.

These are all payments made direct to third parties for which we have no control.

Late payment fee. If you make a late payment there is an additional fee of €25.00.

## **Diving**

By applying for, and making a reservation deposit, it is deemed that the DM interns are fit to dive.

If you have any doubts about your ability to participate or complete the course, due to health or fitness, check with your own Doctor and communicate this concern to us before reserving your place.

All divers are required to be fit to dive, for their own safety & for the safety of our staff & other customers.

We reserve the right to refuse individuals to dive if they are not considered fit to dive.

This includes being hungover or under the influence of drink/drugs, given the increased risks when diving in such a condition.

In such circumstances, if re-scheduling of training is required to enable Divemaster trainees to complete performance requirements when fit to do so, an additional fee may be charged.

If Divemaster trainees do not complete their training within the scheduled timescale and need to extend their stay to complete their training, an additional fee will be charged.

If Divemaster trainees do not complete their training because of being unfit to dive, unprofessional behaviour or lack of commitment to completing performance requirements, no refund will be given.

If Divemaster trainees do not start or complete the course, we will not refund any money for non-completion and only refund as per the cancellation policy.

Divemaster trainees are expected to respect national laws & cultural customs throughout their stay in Tenerife.

We reserve the right to ask an individual to leave if they are breaking national laws, causing serious offence to locals through disrespect of cultural customs or bringing us into disrepute through inappropriate behaviour whilst living in Tenerife.

In such circumstances, no refund would be given.

During your program images will be taken of you and by joining the program you agree to them being used on social media platforms and anywhere the company wishes.

## **Fun Dives**

A “Fun dive” is a dive completed by a diver who is not on a training dive (part of a course).

The idea of fun dives is to increase the number of logged dives you have and also to give you confidence in your abilities as a diver. Whilst on a fun dive you can practice your navigation skills, buoyancy and have the chance to relax and enjoy the dive. If the candidates have shown good competency on navigation, awareness and safety on previous dives it is possible you can complete fun dives without a member of staff present. This is decided on a diver to diver basis.

## **What’s a Typical Day like?**

All PADI diving courses involve a mix of scuba diving theory, learning new skills, and mastering them in the open water environment.

We organize our scuba diving internships so that we rotate through a mix of each, so the program is enjoyable and exciting, and you progress at a steady pace.

Our days are split into diving and studying. When diving, obviously, you will be out diving. We start at 9am you get your kit together and head off to the dives site. There is a mixture of training dives, and fun dives. At all times safety is our utmost concern. We are very proud of our 100% safety record and will not jeopardise this under any circumstances.

During the diving days we tend to stop for lunch / snack between dives and to discuss the dives. Sometimes at a café, if available, if not we will let you know to bring something with you.

When not diving you may still get wet but it is a mixture of diving skills, classroom theory and stamina training. As an Academy we have included many more discussion / presentation opportunities to give you the best understanding on your role as a professional diver and the industry you are about to enter.

## **Equipment**

Your internship package includes many options so you can choose what to purchase and what you want to loan for FREE from us. Some candidates may already have some or all of their own equipment, but it is not necessary for the Divemaster internship, although strongly recommended if you want to work as a Professional.

2 Company T Shirts are given to you for free. They must be worn every day you attend the Dive Centre to promote a professional image.

## **Materials and certification fees**

PADI materials are included in the cost of each course.

If you have already completed levels of diver education, you must have the corresponding book; i.e Open Water divers must bring with them a PADI OW manual.

All your recreational certification costs are covered by us. The exceptions to this are Emergency First responder (EFR) certification renewals. So if you are joining us as a Rescue Diver you must have a current EFR certification. If this requires renewal you pay the reduced fee of €88.

Your professional certification fee is paid direct to PADI by you. Currently this is €83.

### **Diving Insurance**

To dive in the Canary Islands you **MUST** have diving insurance. We will not allow anyone in the water until written proof is produced. We can arrange the insurance on your behalf or you can arrange before arrival.

### **Travel Insurance**

We strongly recommend you have travel insurance in place before leaving home.

### **Illness and Injury**

We take your health and wellbeing very seriously, as well as that of our Staff, and Team Members.

If you suffer an illness or injury, during your time with us, that requires either medical attention or specifically affects your ears. Then you will be required to get a PADI medical form signed and stamped by a Doctor to say you are once again, fit to dive.

### **Accommodation**

The accommodation is provided by an Agent and described as basic and functional.

There are no cleaning fees included in the cost, so you will be responsible for keeping your room and communal areas clean and tidy at all times.

If the cleanliness falls below an acceptable standard and the DMT is unwilling / unable to bring it up to an acceptable condition, cleaners will be brought in and a charge made to those responsible.

In extreme circumstances you may be asked to leave if you are unable to respect people's property without alternative accommodation being sought or refund being made.

The arrival day is Sunday. The keys for your accommodation will be available from 8.30 am until 1 pm.

Gas and electric are included in the cots, however if an excess use occurs you may be asked to contribute to the cost.

Bookings are from Sunday 8.30 until Saturday until 10am.

If you wish to stay after this time it is charged for an additional week.

If you are unsure of your booked departure date / time ask a member of staff asap.

A refundable deposit is held for cleaning and key return when you arrive.

Please note no refunds are due on accommodation costs if you choose to leave early or if you are required to leave due to failure to meet your obligations.

All deposits are refunded, via PayPal, once your application has been processed by PADI.

If you are unsure about any of the terms and conditions, it is your responsibility to check prior to making payment or commencing your internship.

### **Contact Details;**

Calle 16 De Mayo B8

Abades

Arico

Tenerife

38588

Tel: 0034 922 166 132

NIE: Y2433675-J

**These Terms and Conditions are subject to change without notification.**

**All reservations are made on the basis of acceptance of these Terms and Conditions.**