



## **Terms and Conditions**

Below we outline the terms and conditions that apply when booking your Divemaster or Instructor Course / 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 internships / programs / 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.

Internships / programs / courses are inclusive of taxes.

There may be a service fee depending on the payment method.

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

Either i) A reservation deposit is required on booking and then 50% of the payment 8 weeks prior to arrival and finally the remainder of the balance in cash on arrival.

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

or iii) A 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 our online payment or in cash.

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

To pay online click the relative product in the store.

Once the amounts and dates are established if payment is late there is a €50 fee.

## **Exchange rate & service fees**

We will charge service & exchange rate fees where appropriate.

Payments via our online gateway are in Euros only.

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 internships, courses, programs, and packages provided by us the following cancellation policy will apply:

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

Cancellations 61+ days before arrival: refund of 70% of total payment received.

Cancellations 50-60 days before arrival: refund of 40% of total payment received.

Cancellations 22-49 days before arrival: refund 20% of total payment received.

Cancellations within 15 - 21 days before arrival: 10% of total payment received.

Cancellations after 14 days before arrival nil refund.

***Any Cancellation after a postponement, will result in a maximum of 10% being refunded as the accommodation costs cannot be recovered.***

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 90 days of the notice from you to cancel.

## **What happens if you need to cancel your booking due to Force Majeure**

If a package, program or course is cancelled prior to the commencement date, or after commencement, due to Force Majeure we will offer alternative dates but no refund.

## **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 those enrolled on our programs**

We expect that you will put in the required effort and have full attendance to complete the course / program requirements.

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

If you 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 due to illness or injury fail to complete the program / course, we will not refund any money for non-completion.

If you 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 you on application.

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

You 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 you have chosen to stay in accommodation supplied by one of our agents then you agree to pay for all damages and cleaning charges prior to certification.

Any complaints received about you 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 €50.00.

Administration fee – Applicable for postponements, cancellations and any administration task outside of the normal booking €125 per occasion.

## **Diving**

By applying for, and making a reservation deposit, it is deemed that you 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 you to complete performance requirements when fit to do so, an additional fee may be charged.

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

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

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

You are expected to respect national laws & cultural customs throughout your 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 8am and 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 if we are away from the Dive Centre 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 program / 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 all of the programs, although strongly recommended if you want to work as a Professional. There is a minimum of personal equipment required and this will be notified to you before reserving.

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 €145.

Your professional certification fee is paid direct by you to PADI. Please check with PADI what your current fee is.

PADI Instructor fees are paid direct to PADI. Please check with PADI what fees you will need to pay.

### **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. Shared rooms are provided for free and **ONLY** to those on the course / program. If removed from a course / program you will need to vacate the accommodation immediately.

No one can stay in the accommodation if not partaking in a course or program.

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 you are unwilling / unable to bring it up to an acceptable condition, cleaners will be brought in and a charge made to those responsible.

House Rules are displayed and apply to everyone in the apartments. Failure to adhere to these rules will lead to your removal from the accommodation and the diving program with no refund or alternative offered.

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 Monday. The keys for your accommodation will be available then.

If arriving on a Bank Holiday / Fiesta day, your arrival day will be the following day.

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

Bookings are from Monday 8.30 until check-out Friday.

If you wish to stay after this time additional charges may be applied by the week.

No charge is made for the accommodation and no monies / discounts / refunds are offered in exchange for non-use of room.

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 or the key is not returned.

The apartments and Dive centre are strictly **NO SMOKING**.

Deposits are refunded in full (If apartment cleaned and keys returned), only once your applications have been processed by PADI.

There may be a service fee for your refund depending on the payment method, if outside Europe and with some banking institutions.

All bank fees and charges are the sole responsibility of the Payee.

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.**