

COURSE & EVENT POLICY



Student divers are eligible for a partial refund up to 7 days before their scheduled course start date subject to the following conditions:

- Courses are non-refundable 6 months after the original sign up date.
- Registrations for courses, lessons, or experiences purchased at a promotional price, or private courses are **final sale and not refundable**.
- **A \$50 booking administrative fee will be deducted from any refund for a course or scuba experience cancelled by the student.**
- Training videos are not refundable. If a training video was included in a course being refunded, the regular price of the training video will be deducted from the amount refunded for the course.
- Manuals and Course Crew Packs are not refundable. If a manual or course crew pack was included in a course being refunded, the regular price of the manual or course crew pack will be deducted from the amount refunded for the course.
- PADI eLearning is not refundable. . If PADI eLearning was included in a course being refunded, the regular price of the eLearning will be deducted from the amount refunded for the course.
- Try Scuba Experiences are not refundable.
- Special order items are final sale and are not refundable.

Rescheduling Courses & Events

Should you need to reschedule, please do your best to give us notice as far in advance as possible. If notice is given less than 7 days before the course or event begins, a \$50 rescheduling fee will be charged to cover administrative & staffing costs.

A “No show” or notice given less than 24 hours ahead is considered a forfeit of 100% of the course fee.

We will not be able to accommodate divers that arrive late for any reason to any courses or event.

Our time is valuable and so is yours. When you register for a course or event, we commit to having enough time to train and / or serve multiple divers . If you are late, it is unfair to the other student divers to lose training time in the course or time on the event. For this reason, late arrival is considered a “No Show” and the diver that is late will lose that time and forfeit the full training/event cost and will be required to rebook at their expense.

In turn, we promise to honor our session and be on time, and do our best to accommodate your schedule for course components or events that you need to reschedule.