



Forster Dive Centre

Terms and Conditions

General Terms and Conditions



RETURNS & REFUND POLICY

CORONAVIRUS POLICY

We are amidst a very challenging time and dealing with something that has not been seen before in our lifetime. At this point in time, we have to consider the needs of our customers and also the needs of our staff and their families. With this in mind, we have endeavoured to create a fair policy to deal with this never before seen situation which is also in line with the rest of the travel and tourism industry.

Bookings

This policy applies to ALL bookings on all courses and dive trips booked directly with us.

Customers who have booked courses and due to concerns over the Coronavirus wish to cancel their booking can do so anytime up to 48 hours prior to the course start date. At this point, the participants will be provided with a Gift Certificate equal to the value of their course less any out of pocket expenses incurred ie. eLearning or hardcopy materials.

If you are ill or may have been exposed, you can cancel anytime up to the start date of your course, all rebooking fees will be waived and a Gift Certificate to the value stated above will be issued.

If you choose not to show up without notifying us in advance, you will forfeit your entire booking.

The Gift Certificates issued will be valid for 12 months from the date of issue and should the need arise due to the evolving nature of this situation we will consider honouring them beyond that time.

Notifications are to be made to dive@forsterdivecentre.com.au

Travellers who may not be able to use the credit can check with their travel insurance companies for coverage which may be an option for policies started prior to the Pandemic.

STANDARD TERMS

Dive Course Bookings:

The following terms and conditions apply for dive course bookings:

- You are entitled to a full refund less the price of training materials supplied if you cancel up to seven (7) days prior to the commencement of the course. Where there is less than seven days notice before the course start date there will be no refund payable.
- Bookings made within seven (7) days prior to the scheduled commencement date of a dive course are non-refundable.
- If you have chosen the eLearning option for a course, you will lose the cost of the eLearning option (price varies depending on the course).
- Once you start/commence the course and wish to cancel then no refund can be provided.
- Once you begin a dive course and you complete the course on a different date (on a date other than the one stipulated in the course) a \$100 fee will apply. Please note that PADI requires that all training for the Open Water Diver course must be completed within 12 months of commencement.
- Note: Some courses require a mandatory Dive Medical to be completed if you answer "YES" for any of the questions in the Divers Medical Questionnaire. The Dive Medical should be completed no later than seven (7) days prior to the course commencement date. Failure to notify us seven (7) days prior to the dive course start date of a failed Dive Medical will result in the loss of all payments and there will be no refund provided.

Transfer / Change Of Course Commencement Date

- No fee will apply if you notify us for a transfer/change up to seven (7) days prior to the course start date.
- Within seven (7) days of a course start date, a \$100 fee will apply if you decide to change or transfer to another start date.

Dive Gear And Products:

Try it, love it or swap it.

We want you to love the dive gear you buy from us. We guarantee that at any time during the first 30 days of purchase if your product fails to meet your expectations, we will exchange it.

We want to make it easy for you.

Sometimes we make the wrong choice. Let us help you fix that. Products that are returned in absolute new/unused condition within 30 days of purchase will be fully refunded.

Note that we want you to be Forster Dive Centre customer for life and we will do everything in our power to assist you with any issues you might have with the product you've purchased from us.

Dive Travel And Trip Bookings:

Local travel

Diver Requirements

1. You must be at least an Open Water Certified divers or above.
2. Proof of certification must be provided on arrival. If you require verification of certification, you will need to contact the store at least 24 hours before the start as we may not be able to get this information instantly.
3. Failure to arrive by the published start/departure times for the activity, no refunds or credits will be offered.
4. You must be medically fit to dive.
5. You will be required to sign our Liability Waiver for the activity on arrival.
6. If you have less than twenty dives, you must have dived in the last 12 months.

If you fail to meet any of the above requirements, Forster Dive Centre reserves the right to refuse to provide diving and dive related activities where a customer is deemed by staff to be unfit to participate. Refunds will be made at Forster Dive Centres management discretion.

Transfer/Cancellation

1. A \$25 cancellation fee of the price of the trip fee is applicable if you cancel up to five (5) days prior to the commencement date any local dive travel or event.
2. Where there is less than five (5) days notice before the scheduled dive travel or event commencement date there will be no refund payable

Dive Site

Forster Dive Centre retains the right to change our planned dive site should prevailing sea conditions, or weather conditions make it unsafe for diving. In these circumstances, no refunds will be offered should the diver decide not to proceed with the dive.

Overseas Travel

- A 50% non-refundable deposit must be paid at the time of booking.
- No refunds will be given if you decide to cancel within sixty (60) days of the scheduled dive travel or event commencement date. We highly recommend you purchase travel insurance.