CANCELLATION POLICY

The purpose of this policy is to ensure proper organization of activities and to establish a clear and transparent relationship between the client and the **Tagoro Dive Center.**

Recreational Dives

To confirm a reservation for recreational dives, a **deposit of €50 per person is required.**

This deposit is **non-refundable in the event of cancellation by the customer**. However, if the customer cancels their booking at least 48 hours in advance, **the deposit amount will be retained as credit towards a future booking**, which can be used on another date agreed upon with the dive centre.

If a cancellation is necessary, we kindly ask the client to inform us as early as possible, as this allows us to reorganize the activity and offer the available spots to other divers.

The remaining balance for the dives must be paid on the first day of diving at the center, by card or cash.

Once the customer has started the diving activity, no refunds will be issued. This applies even if the dive is interrupted or not completed at the customer's own decision, provided that the circumstances are beyond the dive centre's control.Likewise, no refunds will be issued for cancelling dives scheduled for subsequent days, as reserving a place on the boat means that the dive centre has to turn down other potential bookings.

Refunds will only be granted for health-related reasons supported by a medical certificate.

A refund or rescheduling option will be offered if the dive is cancelled by the dive centre due to poor sea conditions, adverse weather conditions or safety concerns.

Try dives and Basic Diver Course

For **Try dives** experiences and the **Basic Diver course**, **full payment in advance is required to confirm the reservation.**

- Cancellations made **48 hours or more in advance** will be eligible for a **full refund** of the amount paid.
- Cancellations made **less than 48 hours in advance** will result in the advance payment being **non-refundable.**

If the activity is cancelled by the dive center due to **bad sea conditions or safety reasons**, the client may choose to **reschedule the activity or receive a full refund** of the advance payment.

Diving Courses

For **diving courses**, a **partial payment in advance** is required. Upon confirmation of the reservation, the student will receive **access to the online theory and digital course materials.**

This payment is **non-refundable** in case of cancellation by the client, as the **student will retain access to the online theory and digital materials**, which may be used if they decide to complete the course in the future. This access is therefore **considered a service already provided**.

The remaining balance of the course must be paid on the first day of the practical training.

If the course is cancelled by the dive center due to adverse weather conditions or safety reasons, the student will be offered the option to reschedule the course.

Acceptance of the Policy

By making a reservation or starting any activity, the client declares that they have read, understood, and accepted this cancellation policy.

POLICY IN CASE OF LOSS OR DAMAGE TO EQUIPMENT

All rented diving equipment must be used with care and returned in the same condition in which it was provided. The client is responsible for the proper use of the equipment during the activity. **In case of loss or damage due to improper use, the client will be required to cover the cost of repair or replacement of the affected item.**