



Super Divers PADI 5 Star Dive Centre S-22241

### Terms & Conditions

#### Confirming Bookings

- To avoid disappointment, we recommend that guests confirm their bookings upon receipt of their invoice. We reserve the right to cancel any unconfirmed bookings should we become fully booked before they are confirmed. We accept and confirm bookings only when we have received payment for them.

#### Cancellations & Refunds

- The most important thing to remember about our cancellation & refund policy is our 5:00pm cancellation deadline.
- For day trips and PADI courses we offer 100% refunds for all cancellations received before 5:00pm the day before a day trip or PADI course commences. (Does not apply to liveaboard bookings).
- Guests taking a PADI course who cancel after 5:00pm the day before their course commences, cannot be refunded for the first day of their course. They will be refunded at a rate of 4,500 THB per day for any following course days after the first canceled day. Likewise, guests taking PADI courses who have started a course and decide to discontinue their course part way through, will be refunded at 4,500 THB per for any day cancelled, provided we're notified before 5:00pm the day before any canceled day.
- For cancellations received after 5:00pm the day before a trip or course commences for any reason whatsoever, including genuine sickness, motorbike accidents, flight delays, not showing up in the morning, or any other reason whatsoever not listed here, we cannot offer any refund for the canceled day. This is because after 5:00pm the day before a trip or course commences, we are obligated to pay for 100% of the costs associated with any booking, including staff pay, boat costs, transfer costs, catering, and more.
- If guests decide they don't want to dive once they are on the dive boat, for any reason, including seasickness, equalization problems, and any other reason not listed here, it is the same as canceling after 5:00pm the day before a trip commences, and we cannot offer any refund, sorry.
- If guests miss their transfer to the boat because they cannot be found in the lobby area of their hotel at the appointed time, we cannot offer refunds. Please be ready at the appointed pick-up time as a courtesy to the other guests on the boat. We cannot delay the boat departure if guests miss their transfers to the boat through their own fault.
- Cancellations must be made by phone please. Our contact numbers are attached to all of our emails, and can be found on our [website here](#).

#### Weather Cancellations

- We cancel around half a dozen trips each year due to weather. Primarily this is because of wave height and strong winds. Guest safety is our primary concern.
- In the unlikely event that we need to cancel a dive trip due to bad weather, we offer full refunds to guests taking day trips, including certified divers, and PADI discover scuba divers.
- If guests taking the PADI open water, advanced, or rescue course are part way through a course and one of their diving days is canceled due to bad weather, they can choose to either reschedule for the following day or for when the weather has improved, or if they prefer, we offer a refund of 4,500 THB for any course day we cancel because of bad weather. We'll also provide referral forms valid for 12 months, allowing students to continue their PADI course at any other PADI dive centre in a more convenient location.
- We don't cancel trips if it's raining. Rain does not jeopardize the safety of the boat and passengers.
- Dive sites are decided by the tour leader on the dive boat, according to the conditions on the day.

#### Phi Phi National Marine Park Fees

- Guests taking trips to Phi Phi should be prepared to pay Phi Phi marine park fees in cash when they are on the dive boat. Sometimes the marine park police collect the fees, and sometimes they don't bother. It's 50/50 whether they collect the fees or not.
- Currently the fees are: Divers: 600 Thai Baht / Non-divers: 400 Thai Baht / Children: 200 Thai Baht. Fees are subject to change without notice
- Guests must take enough cash in Thai Baht to pay their marine park fees, in case the police decide to collect the fees.

### Underwater Photos / Video

- Underwater photos of guests diving with the marine life are usually available from the dive staff on the boat. This service is provided entirely by the dive staff, and not by Super Divers. Super Divers cannot be held responsible or accountable for any issues guests may have regarding any underwater photos or video they have purchased from any dive staff on the boat. The underwater photos are provided for a nominal fee, mutually agreed between guests and the dive staff providing the service. The dive staff make a little extra pocket money from sales of the photos they take. Usually the photos are good quality and complaints are rare. However, we suggest that guests who purchase underwater photos or video, take the contact info of the dive staff they have purchased them from, in case they need to contact them about the photos when the trip is over.
- The option to purchase underwater photos or videos on the dive boat, is a service provided independently by the dive staff, and not a Super Divers service.

### Guest Feedback

- We always try to provide the best service we possibly can, and welcome any feedback from our guests about the service we offer. If you decide to leave any online review for us, please remember that any reviews should be about our level of service, and not about factors we can't control including the weather, underwater visibility, currents, seasickness, coral bleaching caused by higher than average sea temperatures, or any issue with underwater photos or video purchased from the dive staff.

### PADI Discover Scuba Diving

- The PADI discover scuba diving day trip is an introduction to scuba diving, and upon completion, guests are not certified to scuba dive. If guests would like to become certified divers, the most popular choice is to take the three day PADI open water course.
- Guests taking the PADI discover scuba diving day trip must be aged 10 or over the day they take the dive trip.
- All PADI discover scuba diving participants will be required to sign the PADI Discover Scuba Diving Statement before they dive when they are on the dive boat. You can view [PADI discover scuba diving statement here](#).
- Non-swimmers are welcome.
- The PADI discover scuba diving trip is only available at Racha Noi & Yai. Under Thai law, uncertified divers (PADI discover scuba divers) are prohibited from scuba diving at Koh Phi Phi.

### PADI Open Water Course

- Students taking the PADI open water course must be aged 10 or over the day they start their course. All PADI open water students are required to complete and sign the PADI medical statement when they arrive at the dive centre to begin their course. You can view the [PADI Medical Statement here](#).
- Guests taking the PADI open water course will need to demonstrate an ability to swim.
- Guests taking the PADI open water course, are permitted to scuba dive at Phi Phi on the final day of their course.

### Flying After Diving

- Current PADI flying after diving guidelines recommend that after more than one dive, divers should wait 18 hours or more before flying.

### Finally

- We work hard of our customer service, so thankfully we receive very few complaints. If however you have an issue you would like to bring to our attention, please email us with full details, and write in the subject heading of your email "F.A.O. Matt or Josh". Thank you.