

GREAT ESCAPES DIVING HOLIDAYS LIMITED

Booking Terms and Conditions

How to make a booking

Call email our friendly team of experts at info@greatescapesdiving.com, or fill in our [online enquiry form](#). We will then aim to get back to you within 24 hours during normal week days. We can also be contacted by phone on +44 (0) 1473 921888 on Mondays, Wednesdays and Fridays between 10am till 1pm.

Once you are happy with your quotation and are ready to make a booking with us, we will email you a booking form to complete, along with a copy of our terms and conditions and payment terms relevant to your booking.

Financial Protection

We are proud members of Protected Trust Services (PTS). When you book your travel with us your money goes into a trust account that is only used for your booking, giving you complete peace of mind and at no extra cost to you. Our membership number is 5577 and you can contact PTS at any time to check our authenticity by calling 02071909988 or email ask@protectedtrustservices.com. Only new bookings taken from the 16th June 2021 are protected by Protected Trust Services Ltd.

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

Terms & Conditions

Booking

If you are happy to proceed with the booking then we will require a non-refundable deposit of 25% of the holiday cost (unless otherwise stated) or, if you are travelling within 120 days of departure, payment in full. The balance for most of our holidays will be due 120 days prior to departure, unless otherwise stated on your booking confirmation. We will also require a completed booking form from you, which should reach us within 7 days of you making the booking with us. By completing the booking form you are accepting our booking terms and conditions.

Once we receive the signed booking form from you, we will confirm all elements of your holiday that are able to be booked at that stage. If there are elements where the dates are too far in advance to be booked then we will give you an estimate of the cost at the time and this may be higher once the rates are released. There is no contract between you and Great Escapes Diving Holidays Limited until you have received a booking confirmation from us and we have received a completed booking form from you.

It is important that you check through all details of your booking confirmation and any other documents we send you to ensure all details are correct. Please advise us immediately if any of the information appears to be incorrect or incomplete as it may not be possible to make changes later. If we are not notified of any inaccuracies by you, for which we are responsible, within 14 days of you receiving the confirmation, we regret we cannot accept liability and you will be responsible for any amendment fees that may occur as a result of the necessary change (see cancellation and changes). If

you have any queries at all about the details of the booking then please advise us as soon as you have received the confirmation.

Groups

Where there are 2 or more people travelling, the person who confirms the booking will be the lead passenger on the booking and will be responsible for everyone on the booking. We will send all documentation to the lead passenger and advise them of any changes that may occur during the period between booking and travel.

Flights

We use a number of world renowned international, scheduled airlines for your comfort and convenience. Flights are unable to be booked until 10 - 11 months prior to departure and can often be held until balance due date with a deposit. If the flight needs to be ticketed earlier than the balance due date then we will advise when they need to be ticketed by and the cost. We endeavour to find the flights with the best routes and timings for your convenience. Flights are very often non changeable and non refundable, however each airline is different and may have different rules which we can advise on at the time of booking.

Payments

Our preferred method of payment is by bank transfer, however we can also accept debit and credit cards.

We will send out payment reminders 2 weeks in advance of when the payments are due. If we do not receive payments from you in full and on time, then we will consider this as your decision to cancel your holiday with full loss of all monies paid to date and you will be responsible for any cancellation fees that may be applicable (see below).

Cancellation

If you need to cancel your holiday we will require written confirmation from you. Unless otherwise stated on your booking confirmation, our standard cancellation fees are as follows:-

Notification received more than 121 days prior to departure = loss of deposits and flight payment (if flights have been issued ahead of the balance due date).

Notification received less than 120 days prior to departure = loss of total holiday cost.

If the holiday price is dependent upon the number of persons booked into an accommodation and you wish to change the number then the price will be re-calculated on the new group size. Any increase in price per person as a result of part cancellation is not a cancellation charge, but rather a price adjustment resulting from the change of number of passengers travelling.

Changes made by you

If you need to change your booking then we will do all that we can to accommodate your request. If the holiday aspect is changeable then there will be a change fee of £50 per person plus any difference to holiday cost from the original booking. Any additional amendment fees charged by the suppliers/airlines/hotels/transport will be passed onto the customer. You will be advised at the time of booking whether your flights are changeable or not.

Changes made by us

It is unlikely that we will need to make any changes to your holiday arrangements, but we will inform you of any change of times or holiday specifics as soon as we hear. Flight schedules change regularly

and if there is a change then we will always try to make sure that there is as little disruption as possible. If there are major time changes (over 12 hours) then we will look for alternative airlines for you and advise if there is a difference in price. The difference in price will be paid for by the customer.

Force Majeur

In the case of Force Majeur we cannot accept liability and no compensation will be payable if our contractual obligations are prevented or affected by the following circumstances; any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid such as war or threat of war, civil unrest, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, flood, epidemic / pandemic, terrorist activity, governmental action and all events beyond our control.

Insurance

Under the terms of this contract you are required to have suitable travel insurance that covers you for all of the activities that you will be undertaking whilst on holiday. If you are on a diving holiday then your insurance must cover you for the depth to which you are certified as well as full search & rescue and hyperbolic treatment. Your insurance must also cover you if you need to cancel your trip for an insurable reason. Luggage and personal possessions are your responsibility and having a full travel insurance policy that covers these is advisable.

Complaints

If you have a complaint about any element of your holiday booking then you must inform us as soon as you can and we will do our very best to get resolution as soon as possible. If you are overseas then you can speak to the resort/liveaboard or tour supplier and they may be able to resolve the situation to your satisfaction. In the event that matters cant be resolved, details of the complaint should be received by us in writing within 14 days of you returning from your holiday. It is with regret that we cannot accept liability in relation to a complaint that is not brought to our attention within 14 days of returning from your holiday.

Prices & Exchange Rate Fluctuations

The prices displayed on our website are for guideline purposes only and are based on the cheapest available dates (low season). You will be given the correct price at the time of confirmation. Occasionally, some suppliers we use may increase or add a fuel surcharge to their services, which may result in increased costs to your holiday. If this happens, we reserve the right to change the price of the product/service and to collect the additional payment from you.

As the vast majority of our suppliers are based overseas, we cost up your holiday based on the exchange rate at the time of booking and we will advise you of the exchange rate rate used at the time your deposit is paid. Once your balance is due, your remaining balance will be re-calculated at the time according to the exchange rate of the day and the final cost of your holiday may decrease or increase accordingly. We will advise you of this at the time. Due to exchange rate fluctuations being out of our control you have the option to pay your remaining balance, or make a part payment towards your balance, at anytime you wish - up to 120 days prior to departure - in order to take advantage of the rate at that time.

Travel Conditions and Liability

You accept that when you travel by airline, ground transportation or by boat that the individual conditions of carriage apply, some of which exclude liability.

We do not own or operate any resorts/hotels, airlines, liveaboards or other transports that make up our bookings. The suppliers that we use offer a reasonable standard of quality and if this quality falls

short then we need to hear about it from you, either by contacting us or the supplier(s) while overseas.

Visas, Health and Passport Info

When visa, health or travel documentation is required for your holiday it is your responsibility to obtain this yourself and to ensure that you have the correct documentation. Visa requirements for different countries change all the time, so it is important to research your destination and transit points en-route to see what their requirements are. If you are the lead passenger on a group booking (more than 2 people) then it is your responsibility to ensure that all members of your group have all necessary passports, visas and health/vaccination certificates for your holiday prior to departure.

We cannot accept any responsibility if you are denied entry into any country or onto any flight due to inadequate travel documentation.

Special requests

It is important that you make us aware of any pre-existing medical conditions, dietary needs or allergies that you have, when sending us the booking form, so that we can inform the suppliers prior to your arrival. Where seat requests and room/cabin requests are made we will do our utmost to ensure that the requests are met. This is not guaranteed and is down to the discretion of the supplier in question.

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