



## Terms and Conditions

### Bookings:

- Full payment is required 48 hrs prior to departure, and credit card details may be necessary.
- Valid credit/debit card details are required to reserve dates or make any bookings through our website. A booking fee may apply when booked on-line.

### Travel Insurance:

- Please note that travel insurance is always recommended.

### Cancellation Policy:

#### **Daily Tours:**

- Cancellation with 3 days or more notice- 100% refund though will incur an admin fee of \$20 per person.
- Cancellations less than 72 hours or 'no-shows' are subject to a 100% cancellation charge with no refund but can be rescheduled at no cost.
- Cancellation due to weather or subject to a company situation - 100% refund or reschedule.
- Reckless use of rental equipment, causing damage or loss, incur a cost equal to the repair or replacement of the rental equipment.

#### **Private Charters:**

- Cancellation 5 days' notice or more - 100% refund though will incur an admin fee of \$50.
- Cancellation less than 5 days' notice - no refund or can be rescheduled at no cost.
- Cancellation due to weather or subject to our company situation - 100% refund or reschedule.
- Reckless use of rental equipment, causing damage or loss, incur a cost equal to the repair or replacement of the rental equipment.
- In the event of Covid-19 travel restrictions or any lockdowns, a full refund will be issued no earlier than the trip date.

### Public Holidays

- A surcharge of 15% applies to all tours on Qld public holidays.



## Fuel Surcharge:

- Due to fuel cost increases, a fuel surcharge may be added. We will always notify you in advance and provide the option to cancel the booking.
- We accept most credit and debit cards. Any credits made to a client's credit card do not include compensation for international currency fluctuations.
- Prices on our website and sales literature are subject to change, and daily/liveaboard tours require a minimum number of participants.

## Training Course Cancellation Policy:

- If you cancel your booking up to three (3) days before the course start date, you are entitled to a full refund minus the cost of any training materials provided.
- If you cancel less than three days before the course start date, no refund will be given.
- Bookings made within three (3) days prior to the scheduled commencement date of a dive course are non-refundable.
- If you have chosen the eLearning option for a course and then cancel, you will lose the cost of the eLearning option. The cost of this option varies depending on the course but is equal to the amount charged by PADI at the time of cancellation.
- Once you start the course, no refund will be provided if you decide to cancel.
- Some courses require a mandatory Dive Medical if you answer "YES" to any of the questions in the Divers Medical Questionnaire. The Dive Medical should be completed no later than three (3) days prior to the course start date. Failure to notify us three days prior to the dive course start date of a failed Dive Medical will result in the loss of all payments, and no refund will be provided.
- If you need to transfer or change your course commencement date, you must notify us at least three (3) days before the original start date. No fee will apply in this case.

## Retail Refund Policy:

If a product purchased requires to be refunded:

- The item purchased must be returned within 30 days of the purchase date.
- The item must be in its original condition, with all tags and packaging intact.
- The customer must provide a valid receipt or proof of purchase.
- Refunds may be issued in the form of store credit, gift cards, or original payment method (credit card, debit card, cash).



## Retail Exchanges:

If a product purchased requires to be exchanged:

- The item must be returned within 30 days of the purchase date.
- The item must be in its original condition, with all tags and packaging intact.
- The customer must provide a valid receipt or proof of purchase.
- Exchanges may be made for a different size, colour, or style of the same item or for a different item altogether.
- If the new item costs more than the original item, the customer may be required to pay the difference.

## Warranty Policy:

If a product purchased requires a warranty repair, refer to CRESSI Australia warranty policy.

<https://www.cressithai.com/pages/warranty>

## General Terms:

- Moraitis Consulting Pty Ltd ABN 34 618 522 857 trades as Blue Tortuga Adventures and reserves the right to cancel or change any bookings due to weather and tide conditions, lack of minimum participant numbers, unsuitable physical ability of participants, or other unforeseen circumstances.
- All information on our website, itineraries, services provided, product inclusions, brochure contents, and prices charged may be altered/cancelled without notice due to any reason and at the discretion of Blue Tortuga Adventures. All prices are GST inclusive and valid until 30 December 2023, or unless otherwise stated.
- Some of the activities you may participate in while travelling with Blue Tortuga Adventures involve inherent risks. Please inform us of any medical conditions that may impact you while on board.
- By participating in an activity, you voluntarily assume all risks and release and indemnify Blue Tortuga Adventures from all claims.
- To participate in dive trips, you need to have a minimum certification level of Junior Open Water or higher as a diver. Upon arrival, you must provide proof of certification. If you need certification verification, please contact the store at least 24 hours before the start of the activity as we may not be able to obtain this information immediately.
- Blue Tortuga Adventures reserves the right to refuse participation in any activities or require proof of medical fitness before allowing participation.
- Blue Tortuga Adventures reserves the right to refuse entry to any intoxicated, abusive, or threatening individuals. Employees' directions must be obeyed, and non-compliance may result in exclusion from the tour without a refund.
- Blue Tortuga Adventures reserves the right to change the tour schedule, substitute a vessel, or cancel the tour without notice. We will notify you of any significant changes and do our best to accommodate you.