

THELONGHOSE Terms and Conditions 2015

Prices: All prices can be found on our price lists at www.thelonghose.com/prices.html. We do not offer discount, so don't ask for it. **YOU GET WHAT YOU PAID FOR:** The highest quality of scuba training and the best customer service!

Payments: A 50% non-refundable deposit is required to be paid at least 30 days prior the start of diving activity. Deposit to be made by Bank Transfer (Name: Mike Van Splunteren, IBAN: ES0700610242190008990211, BIC: BMARES2M) or PayPal (a 7.5% surcharge applies when using PayPal). Please note that bank transfer charges are to be paid by the sender. The balance due must be paid on or before the first day of your diving package/course. Payments by credit or debit cards have a 3% surcharge.

Loss of, or Damage to, THELONGHOSE Equipment: On any activity booked with THELONGHOSE, you are responsible for all and any equipment supplied by THELONGHOSE. Any damage or loss will be charged for. A receipt will be provided, upon request, for the repair/purchase of the new item(s).

Skills Review: Many agencies recommend a Skills Review if it has been longer than six months since your last dive. We advise divers to follow the agency recommendation for safety reasons. The Skills Review should be booked in advance and takes place on your first day. THELONGHOSE reserves the right to provide and charge for a Skills Review or Check Dive with an instructor or restrict diving activities if the instructor has any concerns regarding diver safety.

Check Dive: If you have dived within the last 6 months but you'd like to regain comfort before joining more serious diving, you can book a check dive. It will be done at the beginning of your first dive and includes the following skills:

- Full mask removal and replacement
- Regulator recovery and clear
- Alternate air source use
- Demonstration of neutral buoyancy
- And as an extra....anti-silting propulsion techniques

Medicals: In Spain, the law states that any diver who wish to dive in spanish waters needs a dive medical certificate valid within 12 months. For this reason, you should bring a dive medical with you when diving with us in Spain. Aside from that, when taking a course with us, you are required to sign a self declaration medical which can be found here: www.thelonghose.com/documents.html

Insurance: Again, in Spain, it is mandatory for any scuba diver to have a valid accident and medical insurance which cover scuba diving activities. For beginners (up to OpenWater), the insurance is included in the course but will be valid only for the duration of the course. Should diving insurance not be obtained prior to your visit, this can be arranged with us. We do recommend you to choose DAN, as it has very good cover.

Diving for Qualified Divers: THELONGHOSE'S dive guides will provide a detailed and comprehensive dive briefing before you enter the water with your buddy. When the guide is in the water they will remain with the group to navigate the site and to look out for any interesting marine life to show you. The dive guide will not provide any dive training during the dive and you and buddy dive together at your own risk. As qualified divers you are responsible for your own and your buddy's safety during the dive and to plan your dive and dive your plan by using either ratio deco and a depth gauge or a personal dive computer. You must begin, execute and end the dive with your dive buddy.

Cancellation - Diving or Course only *before arrival*: If a Dive or Course booking is cancelled at any time prior to arrival (for any reason), a refund of 70% of the total amount due will be arranged. The other 30% will be held by THELONGHOSE on account, to be used as part-payment for a future booking. This amount cannot be refunded.

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Cancelling dives/training after arrival: No refund or compensation is due payable by THELONGHOSE for any unused training or dive packages portions. Dive packages must be booked prior diving. **Guests who do not complete training or dives for any reason, are not entitled to a refund for a portion of the total cost.** Even if you don't take a dive package, if you decide not to dive when your dives have been already scheduled, no refund will be given and the dive(s) will be charged. The same applies for courses.

If not specified, dives are organized as follow: 2 dives in the morning (stay on site) - training dives in the afternoon. If you book for the morning dives, you'll pay for 2 dives.

On the first day, you'll plan your course/dives with your instructor/guide. After that, if you don't show up or don't dive, you'll be charge an extra tuition fee. If your instructor consider that you need more time to finish your course (we don't certify people that are not ready, for your own safety) , an extra tuition day will be charged.

What to bring with you on your first day:

- Passport
- Certification card
- Dive Medical
- Logbook
- Dive Insurance details (Available locally)
- Dive Equipment (unless renting)
- If renting equipment, credit card details for deposit.

If you plan on renting equipment from us, please check our EQUIPMENT RENTAL TERMS & CONDITIONS as well. These can be found at <http://www.thelonghose.com/assets/terms-and-conditions-tlh-rental.pdf>.