

### DAY DIVING & COURSES

**Cancellation – Diving or Course only:** If a Dive or Course booking is cancelled at any time prior to arrival (for any reason), a refund of 65% will be arranged. The other 35% will be held by Emperor Divers on account, to be used as part-payment for a future booking. This amount cannot be refunded or exchanged with a 3<sup>rd</sup> party. A cancellation fee of 75% will be charged to any cancellation being made due to a "promotional offer" being introduced after a booking has been confirmed.

**Cancellation while in resort:** Any service booked with Emperor Divers which is cancelled by you in resort or due to bad weather cannot be refunded or exchanged for any other product or service. An insurance letter will be issued should you wish to make a claim concerning illness, injury or loss of diving due to bad weather. However, Emperor Divers will in the case of daily diving and where operationally possible, attempt to provide alternative dives, but if this is not possible and as a goodwill gesture for those who do not wish to make an insurance claim, will offer a credit voucher to be used with Emperor Divers in the future. This voucher will be applicable for all of our diving resorts but cannot be passed on to a 3<sup>rd</sup> party.

**Medicals:** All diving guests are required to sign a [self-declaration medical](#). If you are taking part in a course, you are required to sign a medical form prior to starting the course. If you have, or think you have, any of the medical conditions listed you will need signed clearance from a doctor valid within 12 months of your planned trip. Where doctor's clearance is needed, we ask you to arrange this before arrival where possible and to bring it with you to avoid any delays and additional costs in resort.

**Learn to Dive Guarantee:** Details of the guarantee are as follows -

**Scuba Diver and Open Water:** If, after the first day of tuition and before day 2, you decide not to continue then we'll refund your course fee. Refunds do not include payments made to the training agency or the cost of any materials you may have purchased. There are no refunds available if you proceed beyond the first day's tuition in resort and then decide to stop.

**Scuba Experiences:** Should you decide to stop the course having completed the first pool or confined water training, we will refund the value of the Open Water dive which is 30% of the cost. For all courses if you have to drop out due to illness, e.g. ear problems, then the matter is treated as an insurance claim and no refund is offered.

**Additional charges for Day Diving and Courses:** Services arranged in resort will be charged in US Dollars and will be inclusive of service charge and 12% sales tax. Prices can be subject to change without prior notice. Current prices can be found at [Emperor Divers Laamu Price List](#)

### LIVEBOARDS

**Booking Policy:** If a booking is made 112 days ( 4 months ) or more prior to your service date then a deposit of €100/£80 per person is due within 7 working days of a provisional reservation.

A booking is not confirmed until the deposit has been received by Emperor Fleet. Final payment is due 56 days prior to departure and the company reserves the right to cancel a booking if final payment is delayed.

If a booking is made less than 112 days prior to your service date then full payment is required at the time of the booking.

**Cancellation Policy:** If you cancel:

- More than 56 days prior to departure cancellation fee of 50% is charged (or loss of deposit, whichever is greater).
- 56 days or less prior to departure a cancellation fee of 100% is charged

Note: the above percentages are of the total booking cost, not on any deposit received.

If your foreign office issues a travel warning and advises against travel to a specific destination we will hold on account any monies paid to us as credit to use against a future booking or change/cancel your booking free of charge.

**Boat Changes:** In the unlikely event that Emperor Maldives changes the boat you have booked for reasons beyond our control we aim to provide a boat of the same standard however in the event this is not possible we will reimburse you the difference in cost.

**Number of dives required:** Emperor Maldives advises that all guests joining a liveaboard must be Open Water Diver or equivalent. We recommend that to get the most from our liveaboards you are certified to 30 metres and are comfortable with drift dives. For liveaboards, please check each itinerary for further information. The Advanced Open Water Course and/or selected Speciality Courses are offered on-board upon request.

### GENERAL TERMS

**Reservations:** To confirm your booking with Emperor Maldives you must supply the required information for each guest is as follows:

- full name according to passport
- nationality, passport number and expiry date
- dive certificates level and number of dives

For liveaboards, please supply the following additional information:

- flight details
- if the night before the cruise is spent in a resort, advise resort and transfer arrival time for airport meeting (for liveaboards dive gear for rent (items and sizes if any)
- dietary requirements if any

**Late payment:** For bookings where payment is not made prior to arrival in resort, Emperor Divers are not able to guarantee course or boat slots and any bookings will therefore be arranged and paid for locally in resort at full resort rates plus any applicable taxes.

**Amendments to your booking:** Amendments or cancellations of confirmed bookings should be emailed directly at the earliest opportunity to [reservations@emperordivers.com](mailto:reservations@emperordivers.com)

If your foreign office issues a travel warning and advises against travel to a specific destination we will hold on account any monies paid to us as credit to use against a future booking or change/cancel your booking free of charge.

Guests are responsible for checking with the Maldivian Embassy in their home country prior to arrival regarding visa applications. Emperor Maldives is not responsible for cancellation costs resulting in failed or delayed visa applications.

**No show fee:** Any guest in resort who signs up to dive but does not attend on the day, or does not call to cancel by 4.00pm the evening before the arranged day, may be charged a \$15 US Dollars per person cancellation fee.

## **GENERAL TERMS – cont.**

**Surcharges:** Emperor Maldives reserve the right to apply an appropriate surcharge to its prices should economic changes (such as exchange rates, fuel prices, etc) make a material difference to its pricing structure.

- A minimum of 14 days notice will be given before such a surcharge becomes effective.
- No surcharge will be applied within 28 days of departure.
- If the surcharge results in an increase of 10% or more to the price of the daily diving or liveaboard then cancellation with a full refund will be allowed. Notification of the intention to cancel must be made in writing within 14 days of the notification or the surcharge.

**Passports & Visas:** All guests must have a passport valid for at least six more months after arrival. 30 day tourist visas are issued on arrival at the immigration desk at Maldives International airport for all nationalities and are free of charge. All visitors must be in possession of a return/onward flight ticket.

**Scuba Review:** Many agencies recommend a Scuba Review if it has been longer than six months since your last dive. Emperor Maldives advises divers to follow the agency recommendation for safety reasons. For liveaboards; the Scuba Review should be completed prior to your arrival in resort and signed by an instructor in your diving logbook. For resorts; the Scuba Review should be booked in advance and takes place on your first day.

Every diver, regardless of their qualification or experience will be scheduled to dive their first dive at local/sheltered dive site. This dive allows you to orientate yourself in your diving environment and acquaint yourself with your equipment. In the interests of safety, Emperor Maldives reserves the right to insist on a Scuba Review or to restrict diving activities if the instructor has any concerns regarding diver safety.

**Insurance:** We recommend purchasing cancellation insurance, in the event of unexpected changes in your travel plans. Baggage/Dive Equipment Insurance is also recommended. We do require every diver to have valid accident and medical insurance. Should Diving Insurance not be obtained prior to your visit, this can be arranged in resort with INDEPTH Insurance at; 1 day = €5, 7 days = €20 and 14 days = €28. US and Canadian guests are required to sign a waiver which will be supplied at the time of booking or before departure. Please contact [reservations@emperordivers.com](mailto:reservations@emperordivers.com) for a copy.

**Itineraries & Dive Sites:** All itineraries and dive sites are subject to various unpredictable changes including weather conditions and changes in Maldivian Government approval. Whilst Emperor Maldives make every effort we cannot guarantee diving at specific sites. In adverse weather conditions the guides and captain of the boat will have the final decision about which dive sites to visit to ensure that the guests, staff and boats safety is not compromised in any way. If in the unfortunate event that dives are missed or dive sites are not reached due to weather conditions or other unforeseeable changes, Emperor Maldives will not offer a refund or compensation.

**Diving for Qualified Divers:** Emperor Maldives' dive guides will provide a detailed and comprehensive dive briefing before entering 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 a personal dive computer. You must begin, execute and end the dive with your dive buddy.

**Safety Equipment:** all divers are required to use a dive computer and SMB (with a minimum 5 metres of line to deploy during the safety stop) and carry reef hooks for every dive and a torch each for night dives.

**Children:** Children aged 15 years or younger must be supervised by a parent or designated responsible adult at all times whilst on board an Emperor Maldives boat. Children may be accepted onboard for a full or private charter, subject to consent from the group leader. Emperor Maldives cannot provide a legal chaperon service.

**Alcohol:** Importing of alcoholic beverages is prohibited by law. Bottles containing alcoholic beverages will be confiscated at Customs upon arrival and returned to you at departure. Alcohol is available to purchase on board Emperor Liveaboards only, please ask us about any restrictions in local resorts.

Guests will not be permitted to dive after consuming alcohol or under the influence of a hangover as this seriously impairs your judgment and increases your risk of decompression sickness. If the guides deem that you are unfit to dive you will be asked to sit out the dive. Your safety and well-being are paramount so this request by the dive guides will only be made to avoid accidents.

**Behaviour:** Anti-social or aggressive behaviour will not be tolerated and individuals who cause a disturbance to other guests may be removed from the liveaboard or diving centre.

## **FORMS TO COMPLETE**

**Medicals:** All diving guests are required to sign a [self-declaration medical](#). If you are taking part in a course, you are required to sign a [PADI medical form](#) prior to starting the course. In both cases, if you have, or think you have, any of the medical conditions listed you will need signed clearance from a doctor valid within 12 months of starting your course. Where doctor's clearance is needed, we ask you to arrange this before arrival where possible and to bring it with you to avoid any delays, additional costs or cancellation.

**Liability Release:** All diving guests are required to produce a valid certification/qualification and sign a completed registration form/waiver prior to the commencing diving activities. A sample can be sent on request.