

Terms and Disclaimer

1 Booking and Payment Procedures

- 1.1 Customers may contact the customer services officers for a quotation. Upon confirmation of services details and prices, customer services officers will issue invoices to customers and list out payment deadlines and amount due for payment on the invoices.
- 1.2 Customers may pay the deposit or the full amount in Hong Kong dollars by bank transfer or other designated electronic payment methods. If there is any remaining balance, customer may settle in cash in Philippine pesos locally at the designated dive shop in the Philippines. All prices are in Hong Kong dollars or Philippine pesos. Prices and amount due for payment in Hong Kong dollars and/or Philippine pesos will be shown on quotations and invoices. If payment is made in other currencies, the exchange rate difference and remittance fee (if applicable) shall be borne by the customers.
- 1.3 Customer services officer will issue receipts to customers upon confirmation of the amount received and will arrange for the services required by the customers.

2 Changes in Services and Prices

- 2.1 This Company will endeavor to ensure that the service content and prices as shown on the website, promotion leaflets or advertisements of this Company are accurate. However, this Company reserves the right to change the service prices and other information without prior notice.
- 2.2 Individual services may be adjusted due to changes in market prices and/or fluctuations in currency rates. The prices set out on the website, promotion leaflets or advertisements of this Company are for reference only.

3 Change or Cancellation Policy

- 3.1 If customers change or cancel the activities after confirming the bookings, they will be required to pay the following fees:

Notice Period#	Cancellation Fee*	
	Diving activities / Training	Boat Tours
Less than 7 calendar days	50%	
7 calendar days or more	20%	
Less than 12 hours		100%
12 to 24 hours		50%
More than 24 hours		0%

Refers to the time between the receipt of the cancellation notice and the start of the tour/activities/training.

* To be calculated on tour/package price only.

- 3.2 If the customers change the start time and the tour/activity/training ends in the same morning (i.e. 12:00 noon) or the same afternoon (i.e. 6:00 pm), no change or cancellation fee will be charged.
- 3.3 If the customers withdraw or do not participate in the activities after the start of the tour/activity/training, it will be deemed as voluntary abandonment and full payment must be made. Any payment received will not be refunded.
- 3.4 Date changes will be treated as cancellation and re-booking.
- 3.5 If this Company cancels the tour/activity/training due to inclement weather, machine failure, or other “Force Majeure” reasons (including but not limit to natural disasters, wars, accidents, strikes, or the need to comply with the requirements of local law enforcement authorities), we will, after deducting the non-refundable payment for the relevant services (if any), refund the uncompleted part(s) of the service fees to the customers or waive the relevant service fees, but we will not bear any responsibility for such cancellation.

4 Policy on Privacy and Collection of Personal Information

- 4.1 This Company will collect different personal information from customers for arrangements of the required services. Customers must provide accurate information and/or photos or copies of the relevant certificates (e.g. diving certificates), and check clearly that the participants’ names and other information on the relevant forms are correct. This Company will not be responsible for any

loss caused by customers providing incorrect information.

- 4.2 The personal information collected by this Company through this website and in the course of our provision of services will only be used for the activities relating to this Company's business, including but not limited to making registration or applications to the relevant organizations for conducting the activities and courses concerned, and promoting the services of this Company.
- 4.3 Customers may contact this Company through the contact methods on this Company's website for access to or modification of the relevant personal information.

5 Disclaimer

- 5.1 If this Company, this Company's website or related payment links are unable to operate normally due to "Force Majeure" or reasons beyond this Company's control, this Company will be exempted from any liability related to the inability to complete the transactions, loss of information, inability to complete online payments or other liabilities. If the customer requests for a refund or cancellation of the services, this Company will handle the requests in accordance with the "Change or Cancellation Policy" as set out in Clause 3 above.
- 5.2 This Company will not be responsible for any additional cost or liabilities arising from incorrect names or other information provided by customers.
- 5.3 The activities and itinerary arranged by this Company are designed and arranged in accordance with the needs of customers. However, customers should abide by the guidelines and arrangements of the service staff when participating in the activities, and first make their own judgment as to whether they should participate in the activities concerned with due regard to their age, physique, health status, the prevailing weather environment and activities content, etc.. In addition, customers must bear all responsibilities and consequences. Customers should consult doctors or professionals for advice if needed.
- 5.4 In addition to the services directly provided by this Company, this Company or companies with business relationships with this Company may arrange services provided by other independent

institutions in Hong Kong or overseas as agents based on customer needs. In the event of an incident, customers should directly negotiate or seek compensation from the entrusted agency that owns, manages or operates the relevant property or provide the services concerned in accordance with local laws. This Company will try our best to provide assistance, but will not be responsible for such incidents.

- 5.5 Customers should consider purchasing appropriate insurance plans for suitable protection.

6 General Terms

- 6.1 This company reserves the final right to provide the customers with the required services.
- 6.2 After confirming the services, the customers also confirm that they clearly understand all the above terms and conditions.
- 6.3 If there is any discrepancy between the Chinese version and the English version of the above terms and conditions, the Chinese version shall prevail.