



Blue XT~Sea Cancellation Policy – Updated July 2017

We realize and understand that you are here on vacation, and want to relax and enjoy yourself. We also understand that unforeseen illnesses can happen that are out of your and our control. However, we go to great expense, scheduling and planning to have the boat, equipment and crew ready for your dive experience and, therefore, must enforce a firm cancellation policy. Final payment for dives that have been reserved and confirmed is due upon check-in the day before your first scheduled dive.

Individuals - If a cancellation is made:

- A full refund (less 5% service fee and Federal Sales Tax) will be made for cancellations received more than 30 days prior to arrival.
- 29 – 15 days prior to arrival: Deposits are non-refundable. However, the deposit may be applied toward a rescheduled trip, provided that the rescheduled trip falls within 3 months of original travel dates.
- 14 days or less prior to arrival: Deposits are non-refundable and non-transferable.

Groups, full boat bookings (6 divers or more), or private boat bookings - If a cancellation is made:

- A full refund of payments applied (less 5% service fee and Federal Sales Tax) will be made for cancellations received 45 or more days prior to arrival.
- 31 to 45 days prior to arrival: Deposits and payments are non-refundable. However, space may be transferred to another diver, and refunds will be issued proportionately for each space that is filled.
- Deposit is completely non-refundable if cancellation is made within 30 days.

Canceling Individual Dives once on the island:

- Blue XT~Sea is not responsible for ANY dives cancelled by the customer due to illness, seasickness, inability to equalize, ear problems, fear, hangovers, forgotten equipment, dive partner/group member is ill/injured, etc.
- Cancellations with at least 24 hour notice: If we are able to fill your spot, you will not be charged for the canceled dive(s). Please call **our local phone at 869-2409** as soon as you are aware that you need to cancel your dive(s) to allow us the maximum time possible to fill your space(s).
- No refunds will be issued for cancellations within 24 hours of your scheduled dive or on the morning of your scheduled dive should you decide to cancel at the last minute and/or no-show. No exceptions.
- Changes to your confirmed schedule can only be accommodated provided that your space can be filled and we have availability on the day you wish to reschedule. We will be as flexible as the schedule allows. Please remember that we have limited space, and logistics and other factors affect our ability to do this in some cases.
- All trips are scheduled as two-tank dives unless otherwise specified. Therefore, should you decide to only dive one tank for any reason you will be charged for a two-tank dive as you are still taking your space on the boat.
- If any dives are canceled by Blue XT~Sea due to weather conditions and/or port closure by the Harbor Master, we will offer to reschedule your missed dives (based on availability), issue a dive credit for your next visit, or issue a full refund for missed dives due to weather.

Blue XT~Sea Diving reserves the right to refuse service without refund to anyone at anytime if divers are deemed to be unsafe, irresponsible, reckless, do not follow the dive plans, disobey marine park regulations, falsify medical history/condition, or are otherwise disrespectful to the crew.

I understand that falsification of my medical history may result in discontinuation of services and will result in complete forfeiture of all monies paid to the dive operation for unused dive services for all members of my dive party that result from illness, injury or death related to any undisclosed medical conditions. I have provided truthful information regarding my medical history to the best of my knowledge.

Exceptions to these cancellation policies will be made by the dive operator on a case by case basis, if and when appropriate.

Divers Signature

Date