

## **ILES DIVER charter boat booking terms & conditions**

### ***A note about UK diving...***

UK diving is very different from other destinations, in respect to the fact that dives are unguided. Unlike most resorts where a professional guides a group, UK divers are expected to plan and execute their own dive with a buddy. A briefing given on the boat will advise you of site topography and general expectations, but you must discuss and plan your dive with your buddy and take responsibility for monitoring your time and air limits.

### **Making a booking**

We accept bookings in person at the shop or by telephone.

We require a credit card number to be left as deposit. No money will be debited from the card unless:

- i) You fail to turn up for a booked dive OR
- ii) You cancel less than 48 hours prior to the scheduled dive.

In the event of either of the above points, the full boat fee will be levied and your credit card debited.

All divers must ensure they have an SMB & reel and some form of timing device to book a dive.

We reserve the right to refuse a booking if the dive depth is beyond your qualification depth limit or we consider a dive unsuitable for your experience level.

### **Cancellations**

We reserve the right to cancel a dive if weather conditions adversely affect the safety of all onboard.

- If you cancel more than 48 hours prior to the dive, no money will be due.
- If you cancel less than 48 hours prior to the dive, the full boat fee will be due.
- *During the dive*, if you arrive at the dive site and choose not to dive for whatever reason, the boat fee plus any equipment hire fees will be levied in full.

### **Payment**

Payment is due by cash at the boat when the skipper requests. **Please ensure you have the correct money as change is not carried!** Payment by credit card can be completed upon request. In this instance you must telephone the shop to confirm details and authorise payment.

### **Dive site changes**

In rare instances due to adverse weather conditions, we may change the scheduled dive site at the last minute if we consider conditions unsafe. Your booking is made under the assumption that if this occurs the alternative site will be deemed acceptable and the dive proceeds as planned.

### **Before the dive**

Upon booking you will be asked to telephone either the shop or mobile to check the dive is on. If you require any equipment hire you must ensure we are notified at this time.

Upon arrival at the marina on the day of the dive, the skipper will ask to see your certification card & logbook so please ensure you take it with you. A release form is required to be completed upon arrival.

### **Equipment hire**

We hire all main scuba equipment where requested. We do not hire mask, snorkel, fins, boots, gloves, SMBs, reels, watches, dive computers or torches.

It is your responsibility to inform us of the size equipment you require, where applicable. We will not accept responsibility for any incorrect sizes issued.

Whilst equipment is under your care you are responsible for its proper handling and return. Any items damaged or lost will be charged at full retail cost. Cylinder contents must be checked prior to loading onto the boat and any problems reported to the skipper immediately.

### **Lock times**

We are governed by Shoreham Harbour lock times. Outward locks are on the hour and inbound locks are on the half hour. You must therefore ensure you arrive at the boat with plenty of time to kit up and embark. **If you arrive less than 20 minutes before the lock out, your place will be forfeited and the full payment will be due.**

On inbound locks, if we have missed the time it will entail waiting for a further hour until the next available lock in.

### **Data protection**

Please be aware that we keep a record of your personal details from the telephone booking & release form you sign at the boat. Your email address will be added to our mailing list for future dive dates and other occasional training & holiday offers. Your data will only be used for these purposes and no information is passed on to third parties.