



LEARN TO CAVE DIVE

Cancellation & Refunds Policy

This document is limited in scope to the cancellation and refunds policy of Learn to Cave Dive (AKA <http://learntocavedive.com>) hereafter referred to as 'LtCD'. Any customer and/or student hereafter will be referred to as 'student'.

Cancellations & Refunds

1. Training Facility Cancellation

- 1.1. A full refund of all money paid for the service contracted with LtCD in the case of cancellation of activity by the LtCD diver training facility and/or its employees or representatives, independently of the reason for the cancellation.
- 1.2. Because cancellation by the LtCD training facility is so rare an occurrence, we will offer any student that has been subject to such cancellation a €250 voucher. This can be used against any future booking with us. Vouchers will be valid for one year from date of issue.
- 1.3. No refund will be given against student's individual expense, for example travel and accommodation costs. For this reason, we recommend all students should have current travel insurance with the appropriate level of cover.

2. Individual/Group Cancellation

- 2.1. All of our courses are non-refundable and non-transferable (to another student).
- 2.2. Course dates maybe changed, only if all students on the course agree and there is instructor availability on the proposed dates.
- 2.3. No change of dates will be offered if it is sought less than 48 hours before the course commences or during the course itself.
- 2.4. All date changes are subject to LtCD facility for final approval.
- 2.5. We reserve the right to limit each student to one change of dates. Unless otherwise agreed in advance with the LtCD training facility.

3. Cancellation due to Medical (Excludes Covid-19)

- 3.1. In the case of a medical problem, that does not allow for diving. We will in the first instance look to change the student onto future course dates.
- 3.2. If this is not possible, we will refund the amount paid, less 5% for administration and less any costs incurred such as agency fees for eLearning. Agency fees are levelled at €150 per eLearning code issued.
- 3.3. Any refunds granted will be solely to the person with the medical problem (it does not extend to the booking of his/her companion/s), as long as they present a doctor's certificate which states his/her total incapacity for diving beyond the next 6 months. If the limitation is temporary, less than 6 months in duration, our individual/group cancellation clause will apply
- 3.4. In case of failure to submit a valid doctor's certificate our individual/group cancellation clause will apply.
- 3.5. Covid-19 is exempt from this section and will be covered under our separate Covid-19 & Future Pandemic Clause.

4. Cancellation due to Bereavement



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- 4.1. In the case of a bereavement, where the bereaved is classified as either; the next of kin, partner/spouse or a direct family member (e.g. parent or child). We will refund the amount paid, less 5% for administration and less any costs incurred such as agency fees for eLearning. Agency fees are levelled at €150 per eLearning code issued.
- 4.2. Any refunds granted will be solely to the person with the bereavement (it does not extend to the booking of his/her companion/s), as long as they present a death certificate and proof of their relationship to the bereaved.
- 4.3. In case of failure to submit the required documentation our individual/group cancellation clause will apply.

5. Matters Beyond Our Reasonable Control (MBORC)

- 5.1. When either local, international or global events prevent LtCD and/or its employees from delivering our services, or travelling to locations where the services were to be delivered. An example of this could be localised flooding, severe weather warnings, terrorist attack or medical emergency.
- 5.2. In such circumstances, at the discretion of the LtCD training facility, a change of dates or a refund may be offered.

6. Covid-19 & Future Pandemics

- 6.1. During pandemic - We recommend all of our staff and students wear a face covering, use sanitisers/gels or wash hands regularly and adhere to physical distancing guidelines.
- 6.2. Student Screening - All students will be required to complete a Covid-19 screening questionnaire upon arrival.
- 6.3. Before your course - If you have any symptoms and need to self-isolate or are receiving medical treatment for Covid-19, please contact us asap. Please try to provide as much notice as possible. If residing in the UK please use the 111 NHS online service to obtain an isolation note and provide us with a copy.
- 6.4. Rearranging your course - If you need to rearrange to future dates we will try our utmost to facilitate the request. All date changes are subject to LtCD facility final approval. Any incurred costs may be passed to the student.
- 6.5. During or after your course – If you develop Covid-19 symptoms, during or up to 14 days after your course. Firstly, self-isolate, then please notify your instructor or the LtCD facility and seek local medical guidance. You may be required to make a list of all the contacts you made during the time of your course.
- 6.6. Course modifications – Where necessary we may modify some of the required training standards. Any modifications will be discussed at the time of the course.

The deposit or any payment made for the specific activity implies the acceptance of the conditions previously established herein – Learn to Cave Dive / learntocavedive.com