



LEARN TO CAVE DIVE

Booking, Pricing, Payments & Cancellations

This document is limited in scope to the course booking procedure, pricing, payments and cancellation 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'.

Course Booking, Pricing & Payments

1. Making a Booking Request

- 1.1. Students must first send a booking availability request for the course type and dates required. This should be completed online here – <https://learntocavedive.com/booking-request/> or by emailing these details to info@learntocavedive.com

2. Issuing a Student/Group Proposal

- 2.1. On receipt of the initial booking request, LtCD will provide a proposal to each student or the group lead. This provides a summary of the course plans, the associated costs and any discounts applied. Any additional agreements will be noted on the proposal.

3. Pricing Guidance

- 3.1. **Published prices;** We have published our course pricing to make it clear and publicly available to all. Our pricing is based on real world cost and the quality of the course you can expect to receive. Please see our latest price list - <https://learntocavedive.com/resources/prices/>
- 3.2. **Discounts;** For courses with three students, a discount of 10% will be provided to each student. This is to compensate for the slightly longer days as a result. There are no further discounts on offer, so please do not request one as refusal often offends. The courses we provide are of the highest quality and are priced fairly for the high level of training you will receive.
- 3.3. **Additional days & remediation;** Any additional training time required beyond the agreed course structure, will be charged at our advertised daily rate of €200 (Incl. IVA/VAT) per instructor/per day plus any additional expenses occurred, such as extra nights accommodation. This will need to be paid in advance of the additional training taking place.

4. Payments

- 4.1. **Deposit** - To confirm a place on any of our courses a deposit payment of €150 must be received from each student. Upon receipt of the deposit, we will fix the course date and location. We then register and send the eLearning codes to the student.
- 4.2. **Final Balance** – The remaining balance of the course should be paid no less than 72 hours before the course commences. The instructor will not travel to the training location until the final balance has been received (and cleared into our account).
- 4.3. **Local Supplier Payments** - Payments to local suppliers should be made directly by the students on the course to the specific supplier. This will include payment for non-inclusive items such as student/instructor gas, boat and accommodation charges.
 - 4.3.1. **Gas Fills;** Course prices as standard do not include gas fills, for either the student or the instructor. The instructors gas bill is to be shared evenly between the students on the course. Students are responsible for paying their own gas bill and their share of



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the instructor's gas bill. This should be paid directly to the local providers, by each student.

- 4.3.2. **Boat fees;** On certain courses, we may use locally skippered boat services. Students are responsible for paying their own boat fees and their share of instructor's boat fees if any. This should be paid directly to the local providers, by each student.
- 4.3.3. **Local charges;** Some sites charge an additional cost for site entry, permissions, permits, parking or other services. Students are responsible for paying any local charges and their share of instructor's local charges if any. This should be paid directly to the local providers, by each student.
- 4.3.4. **Transport & Accommodation;** In summary each student on the course is responsible for their own and their share of the instructor's transport and accommodation costs. More detail will be provided on this for clarity in the following section.

5. Transportation Responsibilities Explained

- 5.1. **Student transportation;** Students are responsible for arranging their own transportation to/from and during the course. The instructor will have transportation during the course but space may be limited. Please check first if you feel transport may be an issue. We will always do our best to accommodate the student/group needs.
- 5.2. **Instructors reasonable transport;** Included in the course pricing are our instructor's reasonable transport costs – this includes travelling by road, up to a maximum of 5 hours driving or 400km either side of the agreed course location. Please check this before booking.
- 5.3. **Instructors additional transport;** Not included in our course pricing are the instructor's transport requirements beyond those deemed reasonably included. This would be beyond 5 hours or 400 km of driving either side, or when additional means of transport are required. Such as the channel tunnel, ferry or flights. Additional transport costs, if any, will be agreed in advance and communicated to the course cohort before any deposits are paid. These additional costs are shared evenly between the course cohort and are payable as an additional part of the deposit payment.

6. Accommodation Responsibilities Explained

- 6.1. **Student accommodation;** Students are responsible for arranging the accommodation during the course. This should include suitable space for the instructor(s). Students will be responsible for sharing the instructor's share of accommodation costs.
- 6.2. **Instructors accommodation;** The instructor can share accommodation with the students. The only prerequisite for this is a separate bedroom for the instructor.
- 6.3. **Accommodation suitability;** The accommodation should be agreed with the instructor before confirming the booking. Considerations should be given to proximity to training location, dive logistics and general support and supplies.



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Cancellations & Refunds

7. Cancellation or Date Changes by LtCD Training Facility

- 7.1. In the case of cancellation by LtCD a full refund will be made of all money paid for the service contracted with LtCD, independently of the reason for the cancellation.
- 7.2. 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 €100 voucher. This can be used against any future booking with us. Vouchers will be valid for one year from date of issue.
- 7.3. 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.
- 7.4. If dates or location need to be changed by us we will seek to work with the student/group to find suitable alternatives. If none can be found a full refund will be made.

8. Cancellation by the Individual/Group

- 8.1. Deposit payments are non-refundable and non-transferable (to another student).
- 8.2. Refunds of any amount paid to LtCD, excluding deposit will be granted up to 72 hours before the course commences. After this time no refunds are offered.
- 8.3. Course dates or locations maybe changed, only if all students on the course agree and there is instructor availability. No change of dates or location will be offered if it is sought less than 72 hours before the course commences.
- 8.4. All date changes are subject to LtCD facility for final approval. And any incurred expenses are to be met by the student/group.
- 8.5. We reserve the right to limit each student/group to one change of dates. Unless otherwise agreed in advance with the LtCD training facility.

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

- 9.1. 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.
- 9.2. If this is not possible, we will refund the amount paid, less the deposit.
- 9.3. 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 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
- 9.4. In case of failure to submit a valid doctor's certificate our individual/group cancellation clause will apply.
- 9.5. Covid-19 is exempt from this section and will be covered under our separate Covid-19 & Future Pandemic Clause (see section 10).



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10. Covid-19 & Future Pandemics

- 10.1. **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.
- 10.2. **Local Legislations;** All students will be required to comply with local controls and legislations. It is the student's responsibility to be aware of the rules and how to remain compliant.
- 10.3. **Before your course;** If you have to self-isolate, are receiving medical treatment for Covid-19 or have been restricted from travelling please contact us asap. Try to provide as much notice as possible.
- 10.4. **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.
- 10.5. **Refunding your course;** Any refunds granted will be solely to the person with confirmed covid (it does not extend to the booking of his/her companion/s), as long as they present a valid Positive PCR certificate. Refunds will only be given if we are unable to offer or arrange alternative course dates. Any refund will exclude the amount of the deposit payment made.
- 10.6. **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.
- 10.7. **Course modifications;** Where necessary we may modify some of the required training standards. Any modifications will be discussed at the time of the course.

11. Matters Beyond Our Reasonable Control (MBORC)

- 11.1. 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.

In such circumstances, at the discretion of the LtCD training facility, either a change of dates or a refund will be offered.

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