



PRE-BOOKED DIVE PACKAGES

Payment terms and cancellation policy

Payment terms

1. The full amount of pre-booking has to be paid no later than 5 days prior to guest's arrival by *bank transfer either to our Maldivian or German bank account.*

The transaction within the Single Euro Payment Area (SEPA) will be transferred in Euro. Here, the daily exchange rate at the time of invoicing applies.

Outside this area, the transfer is made in US dollars. Costs for foreign transaction amounts bears the remitter. If the received amount differs from the invoice amount, the accrued bank charges must be paid subsequently by the guest in cash on site.

2. If payment has not been received in accordance with the invoice, Divepoint Maldives reserves the right to refuse the booking.

Cancellation & no-shows

1. Cancellation made more than 10 days prior to arrival date, guests will receive a full refund of their payment less any applicable costs for foreign transaction amounts.

2. Cancellation received within 10 to 3 days before arrival, we will charge 10% of the invoice amount.

3. In case of cancellation within 48 hours before the date of arrival, there will be no refund of the amount. The voucher does not expire and can be redeemed at any later date at all Divepoint Maldives dive centers.

4. Pre-booked diving packages and courses are non-refundable.

5. Packages are personal and cannot be transferred or charged against other benefits.

6. Cancellations due to sickness or other medical conditions, which prevents clients from diving or participating excursions: We will do everything possible to find a customer friendly solution. If rescheduling isn't possible during your stay, guests shall receive a voucher which can be redeemed at any later date at all Divepoint Maldives dive centers. Alternatively guests pay the dives already made locally (on-spot prices apply) and pre-paid dive package will be refunded through our office in Germany (less any applicable bank costs for foreign transactions).

7. In case of no-show, prices will not be refunded and the voucher will expire immediately.

8. Cancellations and changes must be submitted in writing via email to Divepoint Maldives. These will only become effective after Divepoint Maldives has sent a written confirmation to the sender.

Date: 30.09.2024

Contact

Email: booking@divepoint-maldives.com

Website: www.divepoint-maldives.com

