



## Cancellation policy and payment terms

### Payment Terms

1. Rates on this contract are conditional on payment being received by Divepoint Maldives to the bank details provided in the invoice, no later than 6 weeks prior to guest's arrival.
2. A copy of the remittance advice with details of payment must be sent to [booking@divepoint-maldives.com](mailto:booking@divepoint-maldives.com) as a proof of payment.
3. Remittance copy should indicate name or reservations number for which payment was settled for.
4. If payment has not been received in accordance with the invoice, Divepoint Maldives reserves the right to refuse the booking or charge direct to the clients
5. 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.

### Cancellation & No-shows

1. Cancellations until 56 days before arrival, 10% of invoice amount will be charged.
2. Cancellations received within 56 -31 days before arrival, 25% of invoice amount will be charged.
3. Cancellations received within 30 - 10 days prior to arrival, 50% will be charged.
4. Cancellation received within 10 - 0 days before arrival, 90% will be charged.
6. Cancellation and amendments will not be accepted unless otherwise confirmed in writing by Divepoint Maldives

In case of shortening the duration of stay by the guest's own decision, any outstanding amounts or unused services of the diving and stay package will not be refunded. For each extension of the stay corresponding fees will be charged.

Rebooking of the trip by the guest is possible and the booked services can be redeemed at a later travel date. Divepoint is entitled to charge the cancellation fees charged by the transport companies for already booked transfers (e.g. domestic flights).

Pre-booked dive services which cannot be redeemed due to sickness or other medical conditions, which prevents clients from diving: We will do everything possible to reschedule the dive without extra cost. If rescheduling isn't possible during your stay, clients shall receive a voucher which can be redeemed at any later travel date.

Valid from Sept 2023

### Contact

Email: [booking@divepoint-maldives.com](mailto:booking@divepoint-maldives.com)

Website: [www.divepoint-maldives.com](http://www.divepoint-maldives.com)

