



tamarin
ocean pro
Diving Center

Cancellation & Refund Policy

Please Read Carefully Before Booking

Before confirming your booking with **Tamarin Ocean Pro Diving**, we kindly ask that you read the following cancellation policy carefully.

By confirming your reservation, you acknowledge and accept the terms below. These policies allow us to maintain small group sizes, high safety standards, and quality service for all our guests 🧐💙

Booking Confirmation & Payment

To secure your spot with us, a **deposit is required at the time of booking** 🧐

For some activities, **full payment may be requested in advance**. This will always be clearly communicated during the reservation process so there are no surprises.

Once the required payment (deposit or full amount) is received, your booking is officially confirmed 🌊✨

By paying the deposit, you confirm that you have read and accepted our Cancellation Policy as specified below.

Standard Dives & Activities

-  **More than 36 hours before the activity:** Full refund.
-  **Within 24 – 36hrs before the activity:** No refund.
-  **No-show:** No refund.

As we operate on a small-group basis and reserve instructors, boat space, and equipment in advance, last-minute cancellations directly impact our team. We truly appreciate your understanding 🌊

Late Arrival Policy

- We will wait a maximum of **15 minutes** after the agreed meeting time.
- After this delay, the booking will be considered a **no-show**, and no refund will be issued.

Please plan accordingly to avoid disappointment 🙏



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Weather & Safety

Your safety is always our top priority.

- If **we cancel** an activity due to unsafe sea or weather conditions, you will be offered:
 - ✓ A **full refund**, or
 - ✓ The option to **reschedule** (subject to availability).

The dive centre is the **sole decision-maker** regarding cancellations due to weather and sea conditions. Our experienced team is trained to evaluate when it is safe to operate .

If a guest chooses not to participate due to personal preference regarding weather, but the activity is assessed as safe and proceeds, the standard cancellation policy applies.

Travel Changes, Illness & Personal Reasons

We are not responsible for cancellations due to:

- Travel plan changes
- Flight delays
- Illness
- Personal circumstances
- Any other individual reason

Because we operate in limited-capacity groups, a cancellation represents a direct operational loss. We strongly recommend travel insurance to cover unforeseen situations.

Online Payments

For payments made via payment link or online platform:

- A **5% non-refundable service fee** applies.
 - This fee is charged by the payment provider and is not refundable under any circumstances, including cancellations.
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Courses (PADI & Training Programs)

Courses require significant preparation, instructor scheduling, and administrative processing.

- **! Cancellations must be made at least 2 days before the course start date to qualify for a refund.**
 - **✗ No refund will be issued if cancelled within 2 days of the course start date.**
 - The **eLearning portion is strictly non-refundable once activated**, as it is issued directly through PADI.
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Group Bookings, Packages & Private Trips

Private charters, group dives, and dive packages require dedicated boat allocation and team planning.

- **! Cancellations must be made at least 5 days before the scheduled activity to qualify for a refund.**
- **✗ No refund will be issued if cancelled within 5 days of the scheduled activity.**

Specific conditions will always be confirmed at the time of booking.

We thank you sincerely for your understanding and cooperation 

These policies allow us to deliver safe, personalised, and high-quality ocean experiences for every guest 

Tamarin Oceanpro Diving Ltd