

Cancellation Policy

1. Weather Conditions:

This experience depends on favorable weather. While diving is usually possible during rain, it will be canceled if a storm hits. Red flags will be posted along the beach, and we can confirm this on the diving date. If the experience is canceled due to poor weather, you will be offered a different date or a full refund.

2. Non-Refundable and Last-Minute Cancellations:

- Changes or cancellations made less than 3 full days before the experience start time will not be accepted.
- Cancellations made on the day of the dive are strictly non-refundable.

3. No-Show Policy:

If you fail to show up on the day of the dive, the booking is considered a no-show and is non-refundable.

4. Flexibility for Emergencies:

In case of emergencies, cancellations or changes will be handled on a case-by-case basis, as decided by the dive center.

5. Minimum Participant Requirement:

This experience requires a minimum number of participants. If the minimum is not met, you will be offered a different date or a full refund.

6. Non-Refundable Clause

- Dive Policy – Number of Dives

Our dive program includes at least two dives per day. Should a guest choose to skip a dive or participate in only one dive, we kindly ask for your understanding that no refund or partial reimbursement will be offered. This is due to the fact that all arrangements are confirmed in advance, and operational costs are incurred regardless of individual participation.

-Pickup- drop off transportation Policy

Please be informed that pickup drop off transportation services from the hotel to the pier is provided by the company as a complimentary service, using our company vehicles. These are shared transfers with other guests and not private car services. Should guests choose to travel to and from the pier by their own means, they are welcome to do so at their own convenience. However, in such cases, no discounts or refunds shall be granted, as the transportation service is offered free of charge.

7. Other policies

- Dive Group Policy

All package prices are quoted on a per-person basis. As such, please note that you may be diving as part of a group with other guests. However, we strictly adhere to safety standard guidelines. Should you prefer to have a private dive lead, this can be arranged upon request and will incur an additional charge.

- Photography and Videography Services

Please be informed that our primary service is to provide safe and professional diving experiences. Underwater photography and videography are **not included** in our standard packages and have never been offered as a complimentary service, due to the high costs associated with professional underwater camera equipment. Should you wish to have underwater photos or videos taken during your dive, please contact our sales staff in advance to arrange this service. Additional charges will apply.

- Dive Equipment Policy

The equipment included in our standard dive packages consists of a basic set only, which includes a BCD, regulator, wetsuit, fins, and mask. Should you wish to use any additional or specialized equipment beyond this basic set, please consult our sales staff in advance. Additional charges may apply. Please also note that bringing your own equipment does not entitle you to any discount on the package price.

- National Park Fees

For dive trips conducted within Thailand's national parks, entrance fees are not included in the dive package and are the sole responsibility of the guest. These fees must be paid directly to the national park officials upon entry. Please ensure you bring sufficient cash to cover the applicable fees, as the amount may vary depending on the specific location. For more information regarding the current rates, kindly consult our sales staff in advance

Additional Notes:

Cut-off times and policies are based on the experience's local time.

Sales and Return Policy

Thank you for shopping at our store! We aim to provide you with quality products and a pleasant shopping experience. Please read our policy carefully before making a purchase.

1. Sales are Final (Unless Otherwise Specified):

Generally, all sales are considered final. We encourage you to carefully inspect your chosen items before completing your purchase at the counter. Our staff is available to assist you with any questions or to allow you to examine the products.

2. Returns for Damaged or Defective Goods:

We take pride in the quality of our products. However, if you discover a manufacturing defect or damage that was not evident at the time of purchase, please return the item to our store on the day of the purchase date, along with your original receipt.

Upon inspection, if we determine that the damage or defect is due to a manufacturing fault and not misuse or normal wear and tear, we will offer you one of the following options, subject to availability:

- * Exchange: We will exchange the item for the same product or a similar product of equal value.
- * Store Credit: If an exchange is not possible, we may offer store credit for the original purchase price, which can be used for future purchases in our store.
- * Repair: Depending on the nature of the defect, we may offer to repair the item.
- * Refund: No Refund.

3. Liabilities: We will not be responsible for your misuse damage to the product and any other related damages to your personal belongings or injuries.

4. All items are non-refundable.

5. Policy Updates:

We reserve the right to update or modify this Sale and Return Policy at any time without prior notice. Any changes will be effective immediately upon posting within our store.

6. Contact Us:

If you have any questions or concerns regarding our Sale and Return Policy, please speak to our staff in-store or contact us: + 66 85 218 8484