



## **LUNDY SEAL ENCOUNTER DIVE TRIPS**

### **TERMS AND CONDITIONS**

1. If you have had a new medical condition/surgery/serious illness/respiratory illness or are on new medication since you completed your diving training, it is your responsibility to consult with a doctor before booking your trip. If this is the case please download the PADI diving medical form from our website, take it to your doctor for sign off and bring it along when you come on your Lundy dive trip
2. The Seal encounter dive trips are suitable for all experience levels and the minimum qualification is PADI Open Water or equivalent
3. The Lundy crossing can be rough even on a good day, so this trip is not suitable for people who suffer badly from sea sickness
4. The trip may be cancelled due to dangerous sea conditions/boat breakdown in which case alternative dates will be offered or a full refund will be paid, but otherwise the trip will take place in all weathers. Please note that if we have to cancel we are as disappointed as you are, because we don't get to dive or get paid!
5. We try whenever possible to give a minimum of 48 hours notice of cancellation, so please check guest house cancellation/refund policy when booking your accommodation and take out travel insurance to offer you protection in event of costs incurred due to us having to cancel your trip for the reasons given above. We offer free cancellation to divers for 1 night stays at Epchris House, our highly-rated Ilfracombe-based guest house. In addition we may very occasionally have to cancel because we do not have enough divers to run the trip and in this instance we give 28 days notice and a full refund
6. If you need to cancel you will receive a refund less bank charges if your cancellation is received 30 days prior to departure. If it's less than 30 days, we can only offer you a refund less bank charges if we can fill the space. It is very likely that we can fill the space, but just so you are aware! Please make sure that you have travel insurance to cover you should you need to cancel at short notice due to Covid 19 or other illness
7. We observe the Lundy Seals Code of Conduct and expect our customers to do the same or they will need to return to the boat (this will be covered in the dive briefing)

8. If you have less than 10 logged dives and do not have logged evidence of a dive in the last 6 months, a minimum of a pool refresher session is compulsory (we run sessions the day before our trips in the dive season). If you have evidence of 10-40 logged dives and have not logged a dive in the last 12 months a minimum of a pool refresher session is compulsory. For divers/dive professionals with evidence of 40+ dives, please check with us before booking your trip
9. If you are joining us on a guided trip and wish to dive independently in a buddy pair, then please let us know. We will need to see evidence of your dive experience before we agree to your request
10. If the dive staff are concerned about your safety in the water, we reserve the right to ask you to return to the boat at any time during the dives and you will not receive a refund
11. If the main guided dive party is delayed by more than 10 minutes due to an issue you are experiencing, the Dive Supervisor will make every effort to help you, but after 10 minutes will surface with you and send you back to the boat. You will have the option to snorkel instead and you will not receive a refund
12. We use DIN tanks, so if you are using your own equipment and purely require tank hire, please check for compatibility or reserve 1 of our DIN to Yoke Adaptors if necessary
13. Maximum dive time is 1 hour per dive
14. No diver will be able to take part without bringing a recognised Divers License evidencing a minimum qualification of PADI Open Water or equivalent and Log Book/Dive Computer showing evidence of date of last dive. If you have lost your Log Book and don't have a Dive Computer, a minimum of a pool refresher session is compulsory regardless of date of last dive or experience level
15. The trip is for over 18s only unless accompanied by a parent/guardian (NB parent/guardian does not have to dive) in which case open to 12yrs +
16. We offer dive equipment for hire in standard small, medium, large and extra large sizes. If you think you are of a non-standard size it is worth discussing this with us before you book your trip, so that we can make sure we have equipment that will fit. We have limited amounts of xs and xxl dive gear, but these sizes need to be reserved
17. You are welcome to use your own gear, but it is your responsibility to make sure that it is serviced in line with manufacturer's safety recommendations
18. We offer 5mm full wetsuits with a 5mm shorty over the top, so a core warmth of 10mm, plus hood and gloves which is sufficient for UK waters in the summer season. Dry Suits are not available to hire but you are welcome to use your own if you wish,

as long as you have logged and can demonstrate proof of a recognised Dry Suit Orientation and can evidence a dry suit sea dive logged in the last 6 months if less than 10 logged dry suit dives, or the last 12 months if you have 10+ dry suit dives

19. If you lose or damage our rental equipment we will need to ask you for reimbursement for the replacement cost
  
20. We will not tolerate abusive or threatening behaviour from our customers, either over the telephone prior to your trip or in person on the day of your trip. If you behave in an abusive or threatening manner towards any member of our staff, your trip will be cancelled and you will receive a refund less bank charges. If it is the day of the trip and you have not yet boarded the boat, you will be refused entry onto the boat and you will not receive a refund. If you are already on the boat, you will be asked to stay on the boat during the dives and you will not receive a refund. This is for the enjoyment and safety of all of our customers and our valued team of staff who work for Easy Divers