



## **LUNDY SEAL ENCOUNTER DIVE TRIPS**

### **TERMS AND CONDITIONS**

1. If you have had any new physical or mental health condition/surgery/serious illness/respiratory illness/heart issues or are on new medication since you completed your diving training, it is your responsibility to consult with a doctor before booking your trip to make sure that it is safe for you to dive. 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. Easy Divers take no responsibility for injury/loss of life due to pre-existing or new conditions relating to your mental or physical health
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 with 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! We try to give 48 hours notice whenever possible, but sometimes the weather is not what was forecast and we occasionally have to cancel on the morning of your dive trip. Please make sure that you have travel insurance in place to cover you for any non-refundable travel and accommodation costs. Ilfracombe has lots of B&B accommodation so if you are flexible about where you stay, you should be able to book last minute. If you decide to book accommodation ahead, explain that you are diving and your trip may be cancelled and be careful to check the accommodation provider's cancellation policy. We very occasionally have to cancel if we don't have enough divers booked to run the trip and in this instance we give 30 days notice and a full refund
5. If you need to cancel you will receive a refund less booking fee/bank and payment system charges (approx. 5% of cost) 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 charges if we can fill the space. It is 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, accidents or another illness or insurable event

6. We observe the Lundy Diving Seals Code of Conduct and expect our customers to do the same or you will be asked to return to the boat (there are links to the Lundy Diving Seals Code of Conduct on our website and this will be covered in the dive briefing)
7. If you have less than 10 logged dives and do not have logged evidence of a dive in the 6 months prior to your trip, a minimum of a pool refresher session is compulsory. If you have evidence of 10-50 logged dives and have not logged a dive in the 12 months prior to your trip, a minimum of a pool refresher session is compulsory. If you are a dive professional or have 50+ logged dives, please check with us before you book your trip. We run pool refresher sessions the day before each Lundy trip or you can book a session local to you, but it must be logged by a dive professional. If this is your first cold water dive, a pool refresher is recommended regardless of experience level, so you can relax on the day and enjoy the dives
8. 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
9. 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, you will have the option to snorkel and you will not receive a refund
10. 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
11. We use 12L 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
12. Maximum dive time is 1 hour per dive
13. 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/App showing evidence of date of last dive. If you have lost your Log Book and don't have a Dive Computer or App, evidence of a minimum of a pool refresher session is compulsory regardless of date of last dive or experience level
14. 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 +

15. 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
16. You are welcome to use your own gear, but it is your responsibility to make sure that it is in full working order and serviced in line with manufacturer's safety recommendations
17. We offer full 5mm 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 can demonstrate proof of a recognised Dry Suit Certification. If you have less than 10 logged dives, you need evidence of a dry suit dive or pool refresher session using your dry suit logged in the last 6 months or the last 12 months if you have 10+ dives
18. If you lose or damage our rental equipment we will need to ask you for reimbursement for the replacement cost
19. We can collect divers from Lundy Island, but occasionally weather/sea conditions prevent us from picking up from the Pier on the day. We are not able to provide a full refund in this situation, so any booking is at your own risk. The boat is accessed by climbing down/up a long, narrow metal ladder and is not suitable for anyone with mobility issues
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/booking system/payment system 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