



~ BOOKING POLICY ~

MEDICALS

- All divers are asked to review the RSTC Medical on our Digital Signup. Before you book, if you answer YES to an item requiring clearance, you must print and get a doctor's approval for diving. Preferably before coming to Phi Phi
- Failure to read & action this form may result in you not being able to dive. Island doctors may not sign off on some conditions.
- If you fall ill during a course, you may be asked to get this signed by a local doctor before resuming diving.
- We reserve the right to not accept a certified or student diver if we feel they do not meet the medical requirements set by PADI.
- When booking scuba diving you agree that you are physically, mentally & medically fit to complete your diving activity.

SWIMMING ABILITY

- By booking an 'Open Water Course' you agree you can complete a 200m swim or 300m snorkel (no time limit) and float for 10 minutes - ('Scuba Diver Course' float only).
- 'Discover Scuba Diving' does not require swimming ability, however we strongly recommend pool training before going to the sea..

LOSS OR DAMAGE of Rental Equipment

- Rental equipment is included in the price of your course. However, if you break it or lose it, you must pay to replace it.
- You agree to pay full cost of replacement to Blue View Divers. Your dive leader is responsible for ensuring all equipment is returned
- Replacement costs for items are outlined in our office including but not limited to; cameras, compass, dive computers etc.
- Common lost items include weight-belts (500 - 800 THB) , fins (4,000 THB) + masks (800 THB)

CANCELLATIONS / NO-SHOW

- No refunds if you do not arrive for any reason at the scheduled start time/place of the activity.
- We require advance notice for cancellations and/or changes to your booking.
- Any no shows/cancellations by 7pm the evening prior to diving, will lose deposit. At 7pm all bookings are locked in.
- If for any reason you do not make all the dives on a trip we cannot refund partial dive days.
- We are happy to provide receipts and evidence should you wish to claim from your travel insurance.
- If you are unable to make the trip for any reason, please note our operating costs remain the same (Instructor fee, the space cannot be resold at that point, food was provided & equipment packed).
- In the case of last-minute cancellations, partial refunds or rebooking fees will only be considered if accompanied by a valid medical certificate, confirming your inability to participate in the dive or trip, dated from the day of the scheduled activity.

Peak Season 14th Dec – 15th Jan AND 8th - 20th April - No refunds will be given for cancellations within 3 days

DEPOSITS *non refundable

- Fun Divers - 1,000 THB
- Discover Scuba - 1,000 THB
- Courses - 5,000 THB (for PADI materials)
- Private Tour - 50%
- Travel + Room - 100%
- All Programs - Full payment 24 hours before

REBOOKING

- If you fall ill during a course, we request a 2,000 THB rescheduling fee . Medical clearance may be requested.
- If you require additional training to meet the course requirements, there will be added charge for any dives or pool training.
- Rebooking for other programs will be considered with valid medical certificate.

FULL PAYMENTS

- Valid cancellations within 48 hours are eligible for a refund, minus deposit, bank charges, card fees /exchange rate losses.
- Refunds may take up to 10 working days.
- Once your Dive Course commences training, you are no longer eligible for a refund

PADI COURSES

- If you do not complete required theory in time for the practical, you may miss the dive at your own expense.
- Divemaster Trainees - Instructor assigned homework must be complete before dive. 1000 THB penalty for no show



PADI COURSE MATERIALS

PADI Courses include 'PADI eLearning *no video* Course + your certification credit. Once you redeem this code, we cannot refund your course payment. This product is worth 262 AUD and can be used to continue your course with any PADI Dive Centre around the world.

*PADI Course bookings who have not redeemed their elearning yet can request a 3,000 THB refund on deposit if cancelled within 7 days of course start date.

What if we cancel?

We reserve the right to modify or cancel a trip due to, but not limited to, unsafe conditions, technical difficulties and other unpredictable cause.

This may involve a change in the dives / snorkel site election.

When the wind blows we can almost always find shelter.

In the event Blue View Divers cancels a trip, you may reschedule at no extra cost or to receive a full refund.

THANK YOU FOR YOUR CO-OPERATION!



GET READY FOR PHI PHI

Thank you for your booking!

ARRIVING TO PHI PHI

- At the pier you will pay a 20 THB waste management fee. It can be hectic when you first arrive at the pier!
- Some Hotels offer pickup - Staff wait with signs & will take your luggage to the room by trolley.
- There are no cars or roads so you can walk almost anywhere.
- Longtail Taxis take guests staying in Long Beach, Relax Beach, Saii Phi Phi Island Village, Loh Bagao Bay + Laem Tong Bay.

ARRIVING and DIVING/SNORKELING ON THE SAME DAY

- Take the first speedboat if you booked afternoon diving to arrive before 10am with plenty of time for check-in / bag drop.
- Big ferries arrive later than they say, between 11am - 11.30am (even later at peak times) and disembarking can take a while.
- Consider your hotel location & bags drop off and being ready for your dive meet around 12.30pm.
- Your booking will be complete so we arrange to meet you at our meeting point near the pier.

BOOKING PROCEDURES

- We are the only Dive Centre with fully remote booking for your convenience! Arrive & chill before we meet you for your trip.
- Remote Check in - Before 7pm 1 day before via Whatsapp (if you wish to meet on the day)
- In person Check in - Before 7pm 1 day before to pay with cash or card (+3% in house card fee)

OWN EQUIPMENT

- Equipment must be in serviced condition for the safety of you and your buddy and insured for damage, theft etc....
- For dive centre storage check in 3 pieces only: **BCD, Wetsuit, Fins/Boots**, packed in kit bags (no space for large case on board)
- Feel free to pack each evening before 7pm. Several divers storing gear at once & changing guides mean mixups may happen.
- On the last day of diving please inform our Thai Tank Team or Office staff directly if you want your equipment in the sun to dry.
- If any of your equipment fails and you require rental, you will be charged daily rental.

PAYMENT OPTIONS

- You can pay by CASH, WISE TRANSFER, STRIPE, CREDIT CARD or PAYPAL.
- Card transactions have added fees. Payment fees are incurred by the guest making the payment.
- Please understand being located on an island means credit card facilities are intermittent. There are many ATMs nearby.
- Full Payment is required on check in 1 DAY before.
- Multi-Day/Long term Divers can make payments every few days. Last minute no shows will be charged accordingly.

PACKAGES + TRANSFER + ROOM

- TAXI - Please find the taxi been sent for you and not any other. One has been pre-paid for you and you will be charged.
- FERRY SPEEDBOAT- Check in at the pier using the voucher sent to you, Check-over your ticket details in advance.
- ROOMS - Hotel bookings are non refundable .
- Full payment is required for all Diving and Accommodation Packages

SCUBA REVIEWS

- Required if you have not dived in 1+ years (under 10 logged dives) or 2 years (AOW / 20+ logged dives)
- BASIC REFRESHER- not dived in 1 year - 2 years / FULL REFRESHER - Not dived in 2 years, required if 3+ years .
- If you wish to dive without refreshing you can sign-up for Discover Diving Program
- Divers must show proof of certification and/or logbook. If you are unable to prove you can join Discover Scuba diving

PRIVATE LONGTAIL RENTAL

- PRIVATE LONGTAIL - 50% DEPOSIT then full payment 48 hours in advance.
- Captains are paid 1 day in advance due to demand. Partial refunds can only be offered if captain rebooks.
- We require 24 hr notice for cancellations and/or changes. 20% booking fees are non refundable

WHAT TO BRING ON BOARD:

- National Park fees - keep your ticket
- Re-usable water bottle , Reef safe sunscreen, Mints for Seasick
- Dry bag (if you have one) for phones etc but we have on board
- **DON'T BRING** - Valuable, electric, passports, tablets etc
- Use dry bags on board to store valuables. Things can get wet, blow away or get broken so store any such items carefully at your own risk. It's your responsibility to store your valuables safely on the boat.
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By booking you understand that you cannot take a flight within 18 hours of your dive.