

General Terms & Conditions

Cala Pada Diving Center



Thank you for choosing to dive with Cala Pada Diving Centre Ibiza.

1. Our House rules

- 1.1. Smoking is not allowed in any part of our diving centre or on our boats.
- 1.2. The use of drugs or similar related substances are not allowed on our premises, or before any of our activities.
- 1.3. Access to any areas of our diving centre designated "Staff only" is strictly prohibited.
- 1.4. Cala Pada Diving centre accepts no responsibility for any theft or damage of any of your personal belongings whilst in our diving centre. Please leave valuables at reception.
- 1.5. Upon agreeing with our General Terms & Conditions you explicitly give permission to Cala Diving Centre to collect, store and use your personal data as needed for our normal operations and for marketing purposes. We will never share your personal data with any third parties other than those obligated by law, or to process your certification or diving insurance. You can find further details of our policy on our website and at our diving centre.
- 1.6. Upon agreeing with our General Terms & Conditions you explicitly give permission to Cala Pada Diving Centre to make photos and videos during your activity and to store and use these for marketing purposes (free of charge). Obviously if you have any problems with any photo of you, we might be using we will do our best to accommodate you and offer a solution.

2. Booking Policy

- 2.1. Your reservation is only guaranteed if we have explicitly confirmed this to you in writing.
- 2.2. To guarantee your reservation we require a deposit to be paid in advance. If you do not want to pay a deposit, we can only put you on a "waiting list", which does not guarantee your reservation.
- 2.3. Any booking for activities that include minors need to be booked and signed for by a parent or guardian.
- 2.4. For all bookings we will require you to register on our online platform, so we have all your correct data.
- 2.5. In Spain by law a diving insurance is mandatory for all dives. Should you require one we can offer you a daily insurance for a very reasonable price. All beginners' courses are covered by our main insurance, so no need to get one.
- 2.6. After your arrival at our diving centre (or prior via email if you prefer), we will require you to show us your diving certification, fill out our medical form, show us your logbook and proof of insurance. If you are not able to provide the required documents, you will not be able to dive with us. In this case we do not do any refunds. (This also applies if your diving certification is not sufficient for the dive site we will be diving, (like Don Pedro).
- 2.7. If Cala Pada Diving Centre needs to cancel your diving activity we intend to reschedule. If this is not possible due to weather or your travelling schedule we will do a 100% refund.
- 2.8. If you cancel your reservation within 48 hours of the activity, we will not do any refunds. If you cancel within 10 days of your activity, we will refund 50%, cancel within 5 days

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25%. Should you cancel more than 10 days before the activity we will refund 95%.

If we have any additional costs regarding your activity (like online learning materials) we will deduct this from the costs refunded to you.

- 2.9. If you cancel your activity due to medical reasons, we will refund 80% if you can produce an official report from a doctor or medical facility stating that you cannot dive. If you cannot show us any such document, normal cancellation policy as stated before applies.
- 2.10. A cancellation due to medical reasons only applies to that person not for the group he or she has booked the activity with. If other members wish to cancel the normal cancellation policy apply.
- 2.11. Once you board our boat, we will not do any refunds based on sea sickness, problems equalising, cold or problems with personal equipment.

3. Diving rules @ Cala Pada Diving Centre

- 3.1. No decompression dives are allowed without prior permission from the management.
- 3.2. No solo dives are allowed without prior permission from the management.
- 3.3. A personal diving insurance is mandatory.
- 3.4. Instructions from our dive-guides are to be followed at all times, also when you (plan to) dive alone.
- 3.5. Performing a full and proper buddy check before diving is mandatory for every diver.
- 3.6. A thorough check of rental equipment is mandatory before entering the boat or sea.
- 3.7. Damages to, or loss of rented equipment will be invoiced.
- 3.8. A diving computer is mandatory on all dives for all certified divers.
- 3.9. Some dive-sites require a fuel fee additional to the normal dive prices.
- 3.10. A safety stop of 3 minutes at 5 meters is always advised, but mandatory for dives deeper than 18 meters.
- 3.11. Divers are not allowed to dive deeper than is allowed by their certification as follows;
 - Scubadiver (or equivalent): 12m.
 - Open Water Diver (or equivalent): 18m.
 - Junior Open Water < 12 years of age (or equivalent): 12m.
 - Advanced Open Water Diver (or equivalent): 30m.
 - Junior Advanced Open Water Diver (or equivalent): 21m.
 - Deep Diver Specialty (or equivalent): 40m.
- 3.12. It is prohibited to fly within 12 hours after a single dive.
- 3.13. It is prohibited to fly within 18 hours after multiple dives.
- 3.14. Use of alcohol or drugs 24 hours prior to diving is prohibited.
- 3.15. Cala Pada Diving Centre reserves the right to change planned dive sites depending on weather conditions (wind, current, waves) & logistics. This does not constitute ground for a refund.
- 3.16. In agreeing to our General Terms & Conditions, you declare to be in good health and fit to dive.
- 3.17. If you fill out a "Yes" on our Medical Statement (attached), you will need signed permission from a physician to be able to dive. We have a physician available at a reasonable price.