

# **Cancellation and Reservation Policies**

Simply Diving offer some of the most popular diving tours in and around the Costa del Sol, Costa Tropical and Costa de la Luz, and as such, all of our excursions are exclusive, reservations-only adventures. To ensure that each and every one of our fellow divers has the chance to experience our excursions, we limit the number of guests on each of our tours - so make your reservations today! Our secure credit card reservation system makes it easy!

## **Cancellations and Changes**

Once you receive an email confirmation your reservation is guaranteed. In order to maintain our commitment to all of our guests, Simply Diving operates a strict cancellation policy:

### **Individual Reservations**

- One week or more prior to excursion date - 100% refund
- 24 hours prior to excursion date - we will accept date changes but no refunds
- No shows or late arrivals - no refund

### **Group Reservations (Groups of 5 or more)**

- 15 days or more prior to excursion date - 100% refund
- Less than 15 days prior to excursion date - we will accept date changes but no refunds
- No shows or late arrivals - no refund

Changes to your reservation or cancellations can be requested via email or by calling us on +34 600 506 526. All changes are subject to availability. We can also make exceptions where a cancellation is accompanied by a doctor's certificate.

## **Prices and Exchange Rates**

Prices are quoted in Euros and charges are made in Euros. We use the bank rate of the day so that your bank statement reflects as closely as possible the published Euro price.

## **Credit Card Safety for Internet Payments**

Continues overleaf...

## **Credit Card Safety for Internet Payments**

Simply Diving want you to feel safe when making a secure reservation online. For this reason we use Secure Socket Layer (SSL) technology through PAYPAL to encrypt your credit card and other sensitive information when you make reservations for our tours. The process of encryption prevents unauthorized individuals from viewing your information as it is securely transmitted over the internet. Once received, your credit card information is not transmitted over the internet again.

If you have any questions regarding these policies, contact:

[dive@simplydiving.com](mailto:dive@simplydiving.com)

Thank you for choosing Simply Diving.

We hope to see you under the water soon!

The Simply Diving Team