

Scuba Quest Co., Ltd Policies

please read carefully

Booking General:

Contact Scuba Quest before booking confirmation and check for space availability. Scuba Quest needs a faxed or e-mailed booking to confirm your requested place. You will then be notified of the amount to be paid as deposit and balance, and the latest dates on which these amounts are to be received.

After depositing, please fax us a bank transfer slip of the payment. On receiving this slip we will immediately send you a confirmation of your reservation. A faxed or e-mailed booking is binding, therefore all normal cancellation rules apply. Provided it does not interfere with our schedules there are normally no charges for minor alterations.

Major alterations which do interfere with our booking schedules may be treated as cancellations and re-bookings and the relevant charges may apply.

Single Booking:

A 25% deposit on reservation. One month before the charter the remaining 75% must be paid.

Group Booking & full Boat Charter:

30% NON-REFUNDABLE deposit on reservation, and the remaining 70% must be paid no later than 45 days before the cruise departure date.

Information requested:

Cruise code No., Departure date., Name., first Name., Nationality., Double/single in Master or Deluxe Cabin., Diver/Non-Diver., Dive organization., When qualified., Level of qualification., No. of dive., Last dive., Health problems., Flight details., Equipment needed + Size., **Burma entry Information.**, Passport No., Expire Date., Date of Birth., Male/Female., Age., 3 x Passport pictures, 1 Passport copy and Entry Fee.

Schedules & Itineraries

We reserve the right to change schedules & itineraries as and when we deem it necessary. As far as possible we will ensure the minimum disruption to your holiday.

Main reasons would include weather conditions or new information on dive sites (positive or negative!).

The final decision for a change in itinerary lies with the Cruise Director or Skipper.

The final decision for a change in schedule lies with The Management.

Payment:

Payments can be made by telegraphic transfer. Personal or company cheques cannot be accepted due to high bank clearing charges. The client/agent is responsible for payment of all bank charges. **In all cases we reserve the right to re-sell the places if the payment of the deposit and/or balance is not received by the respective dates.** Late payment of deposit may mean the loss of your berth/cabin. Late payment of balance may result in the loss of your reserved berth/cabin. Please remember that exchange rates are subject to fluctuations. Prices are subject to change without prior notice. We are happy to accept credit card payments (Visa, Mastercard, AMEX), however due to the Thai system of banking we are charged a 3% handling fee. Currently we are only able to accept these payments in person. Payment with travelers cheques is not possible.

Cancellation:

We need to be notified of cancellations in writing, by fax or E-mail. The date we receive the message is the one used in calculating the cancellation charges. If booking has been from Agent refund will be paid over the Agent after receiving Invoice. We highly recommend cancellation Insurance.

Single Booking:

-Between 60 & 31 days the deposit is lost;

-Between 30 & 21 days 40% of total price will be refunded less bank charges; -20 days & less the full price is forfeited.

We reserve the right to charge a 4,000,-TB cancellation fee (to cover administration, bank charges, etc)

Full Boat Charter and Group Booking:

-Between 44 & 31 days 50% of the total price will be refunded less bank charges; -30 days & less the full price is forfeited.

Insurance:

As there is an inherent risk in activities like sailing and diving we strongly recommend guests have a holiday insurance covering the activities and sports they intend to undertake. We suggest either a DAN or PADI insurance policy to ensure that diving is covered. The client/agent is responsible to have cancellation insurance.

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Disclaimers:

If the cruise is jeopardized due to the outbreak of war, civil uprising, natural catastrophes (acts of gods) etc. both Scuba Quest Co. Ltd. and the booking party are entitled to cancel the booked places. Scuba Quest Co Ltd will refund, but reserves the right to charge a reasonable compensation for incurred, or reasonably foreseeable, expenses (e.g. sea and land transfers, additional food, accommodation,) in order to end the booked journey. In case that Burma entry is denied, the cruise will be re routed to Thai waters and is no reason for cancellation or refund. The information we provide about the vessels, dive sites, itineraries, schedules, crew, transfers, arrivals, departures and all other aspects is correct to the best of our knowledge. We reserve the right to change any of the above, without prior notice, as circumstances dictate. Marine vessels contain many pieces of equipment & machinery, many of which are complex and/or delicate, which have to function in extremely harsh conditions of humidity (always good for electronics!), saltwater, & temperature. Although all of the vessels are extremely well maintained, equipment breakdown can still occur. As long as the quality of the cruise is not unduly affected by a case of equipment breakdown, such a breakdown in itself is not grounds for a refund, in whole or in part.

Minimum number of Participants:

Scuba Quest reserves the right to cancel charters if the minimum number of participants is not reached. In this case Scuba Quest will Inform the booking party no later than 7 days before cruise departure date, if the booking was /is a regular booking. Discounted and last minute bookings are exempted and can be canceled at any time. In all cases we will notify clients and endeavour to re-book on a similar standard boat for a similar trip.

Complains:

Should a client have a complaint he/she is to inform the Cruise Director, Skipper of the yacht, or in case of bare boat charter the guest is to inform the shore base. The Cruise Director, Skipper or shore base will try to rectify the problem.

If the outcome is not satisfactory the client will have to inform in writing, within 28 days of the end of his cruise, either direct or via his local agent, our office in Phuket. The matter will be viewed and should it be deemed fair, the client will have his/her trip partly or wholly reimbursed. Complaints which have not first been expressed to the Cruise Director or Skipper on the trip concerned, or to the shore base in case of bare boat charter, will not be taken into consideration. To handle complaints we require the original letter from the client, signed by the client personally.

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