

Policies – Texas Scuba Adventures

Please take time to read our terms and conditions as once enrolment to an activity has taken place, participants agree to abide by our terms and conditions. Please do not hesitate to contact us in respect of the following information. The following policies apply to each individual participant.

Scuba Classes:

Texas Scuba Adventures has been serving Texas' scuba divers since 2011.

Scuba Diving is not typical of a general business which are reflected in some of our store policies.

- There are NO REFUNDS on class payments or reservations, charters or international trip deposits.
- Classes can be transferred to another person if you decide not to enroll in a class. However, once you do enroll in a class, we require notice to transfer to another class/date. If 14 days or less of notice is given a penalty will be incurred (see policy on Participation Termination of Activities).
- Any delay of over 60 days to complete your Open Water Certification dives after completing pool days requires a private pool refresher (for an addition fee) to maintain your skill level. If it has been 6 months or more, you will be required to complete the class again.
- If a student misses a class or pool session for any reason, you must attend a make-up session prior to the next class/pool meeting or reschedule to a new class. The private session is \$150 per person for a pool or lake make-up.
- Students are responsible for completing all necessary knowledge reviews prior to coming to class, per the course description. The course description can be obtained at Texas Scuba Adventures, or on the web at www.texasscubaadventures.com.
- Scuba Diving is an in-water activity. It is required that all participants have moderate swimming ability and be comfortable in the water.
- For your safety and ours, Texas Scuba Adventures reserves the right to inspect all equipment (that has not been purchased at Texas Scuba Adventures) being used in the pool or during open water dives PRIOR to starting any classes. At the sole discretion of Texas Scuba Adventures, any equipment not deemed satisfactory will not be allowed to be used. I understand that by not having equipment checked prior to the pool sessions or dives I may be turned away and required to retake the session at an additional fee.
- Students are responsible for having all medical forms and liability waivers completed prior to coming to their first class. The necessary forms for your class can be obtained at Texas Scuba Adventures or on the web at www.texasscubaadventures.com.
- Students who arrive at class without their appropriate personal equipment (mask, fins, snorkel), having read the appropriate coursework, completed the knowledge reviews, and completed their medical forms and liability releases may be required to re-enroll in a new class. The re-enrollment fee is \$150 for all courses except leadership courses and private courses.
- Students who come to class unprepared and are rescheduled and will not be eligible to receive a refund.

Return Policy on Retail Equipment:

If you are unhappy with any purchase from Texas Scuba Adventures, return it with the original packaging and unused within 14 days of the original purchase date and we will replace, exchange it, or refund your original payment method. Return it with the original packaging and unused from 15-30 days of the original purchase date and we will replace, exchange it, or issue a gift card with store credit. Items that have been used or placed in the water are not eligible for refund or exchange. Some items such as swimming attire, wetsuits, snorkels, and personal mouthpieces cannot be returned after use, for obvious reasons. Any special ordered items are not eligible for return

Refund Policy on Courses, Charters and International Trips:

All course and trip fees are payable in full upon course sign up, Texas Scuba Adventures is unable to offer a refund once a course or charter placement has been scheduled. Charters purchased within 120 days will be refunded if they are canceled by operator due to weather or unfilled boat. Charters purchased more than 120 days ago will be issued store credit voucher if they are canceled by operator due to weather or unfilled boat International trip deposits are non-refundable, balances are subject to dates on trip info website.

Policy on Equipment Servicing and Repairs:

Equipment must be picked up within 30 days of notification of completion. After 30 days a \$25 per week storage fee will be incurred by customer. The storage fee will not be prorated and will be assessed at the beginning of each week. Equipment left longer than 90 days will be considered abandoned.

Policy on Equipment Rentals:

Per rental agreement, the renter is responsible for all damages and lost equipment and will immediately incur replacement costs. Tanks returned empty (less than 500 psi) will need to be visually inspected by Texas Scuba Adventures at the expense of the Renter for an amount of \$25.00. Any equipment returned dirty or not in the condition originally received by renter will incur a cleaning fee of \$50 per piece of equipment; this includes wetsuits which must be returned clean and dry.

Equipment Policies:

Any equipment used by our students must meet our safety requirements. Masks, fins, and snorkels must be scuba diving quality (no off brand sporting goods equipment allowed) Classes beyond our beginning Open Water Program must be in its current service inspection period with the appropriate proof of service. SORRY NO EXCEPTIONS! We simply cannot allow a diver to make a deep dive with us if their equipment has not been serviced within a year or the manufacturers recommended service interval. YOUR safety is our primary concern!

Course Commencement and Dates:

As per schedule or prior approved arrangements

Dive Site Fees:

Course prices do not include entrance to dive sites or Quarry fees.

Insurance & Safety:

Prior to participating in diving activities, you will be asked to sign forms relating to the safety procedures, precautions, and acknowledgement of liability to the risks involved. It is important that the forms are read and completed with care. All participants under 16 will require a parent or guardian's signature. Some participants may be required to see a doctor or undergo a medical before commencing, but we wish to avoid any disappointment so please ask questions about any aspect of which you are uncertain.

Loss or Damage to Property:

Texas Scuba Adventures cannot hold any accountability for loss/damage of any personal belongings. Texas Scuba Adventures also asks that students are respectful of any property belonging to Texas Scuba Adventures and will be responsible for the replacement or repair of any items lost/damaged while in their use or supervision.

Cancellation Policy:

Texas Scuba Adventures termination of activities: There is the possibility of short notice cancellation due to weather (which we have no control over), mechanical or equipment problems, staff illness or other unforeseen circumstances. We regret these situations, but endeavor to reschedule trips and courses to complete qualifications to the student's convenience. Texas Scuba Adventures operates a flexible program and participants should simply rebook an alternative date. Texas Scuba Adventures commits to complete the qualification for which students have signed up.

Participant Termination of Activities:

For courses, we request that any student cancellations give at least 15 days of notice for changing course dates without penalty. If less than 15 days of notice but more than 8 days is given, there will be \$100 fee for rescheduling; and 7 days and less will incur a \$150 rescheduling fee. No shows to class will forfeit cost of course and must enroll in a new course. Private rescheduling fees will vary based on number of participants or students can pay regular rescheduling fees to enter a scheduled or group class. Rescheduling fees are per participant.

Student Learning Agreement:

Students agree to:

1. Study independently as specified by instructional staff (generally, reading the appropriate section and completing the relevant knowledge review and online learning prior to first class)
2. Ask questions about any aspect not understood.
3. Be punctual and prepared for all pool and dive lake sessions.
4. Follow directions and course procedures from Texas Scuba Adventures staff team.
5. Always abide by standards of safe diving practices and act in a courteous manner.
6. Not consume any alcohol or illicit drugs before or during the course or be involved in any activity that increases risks with diving.
7. In the case of additional sessions being required (incomplete knowledge reviews, absence etc. NOT further practice for speed of learning considerations) an additional cost will be incurred.