

Privacy Policy and Booking Terms & Conditions

Welcome to Sea Star Diving! All bookings made through our agents or website are subject to the following terms and conditions. Please read them carefully to ensure a smooth experience.

Highlights

- **Legal Binding:** These terms are legally binding upon booking.
- **Insurance Responsibility:** Guests must obtain their own diving insurance.
- **Certification Requirement:** Valid diver certification is mandatory.
- **Payment Structure:** Detailed payment requirements are outlined.
- **Cancellation Policy:** Specific terms for cancellations and refunds are provided.
- **Liability Release:** Guests must sign liability waivers before diving.

Insurance

Diving insurance is not included in your booking. It is the responsibility of each guest to secure appropriate insurance coverage that aligns with their diver certification level, trip cancellation, and general holiday needs.

Important Notes

- **Inquiries:** For questions, contact us at seastardivingmaldives@gmail.com before booking.
- **Travel Insurance:** We recommend obtaining travel insurance to cover potential losses from cancellations or changes.

Certification

Guests are required to provide a copy of their most recent certification card and dive log to the Sea Star Diving Center before the trip.

Essential Information

- **Valid Certification:** All participants must hold a valid diver certification.
- **Consequences of Non-Compliance:** Failure to present valid certification may result in the inability to dive.

Visa

Tourists will receive a 30-day visa upon arrival in the Maldives.

Liability Release Forms

Guests must sign a liability waiver release form prior to diving.

Payment Requirements

- A **50% deposit** is required at the time of booking.
- The **remaining balance** is due **60 days** prior to departure.
- **Full payment** is required for bookings made less than 60 days before departure.
- Special offers and packages require **full payment** at the time of booking.

Important Notes

- **Cancellation Procedure:** Must be communicated in writing or via email.
- **Refund Policy:**
 - More than 60 days prior: Deposit refunded minus fees.
 - Less than 60 days: No refund.

Accepted Payment Methods

- Cash
- Secure online payment via credit/debit card
- International bank transfer
- Card payments at the dive center

Additional Information

- All prices listed in our price list are stated in euros and include an **8% Goods and Services Tax (GST)** mandated by the government.

- We accept payments in **MVR, USD, and EURO**, either in cash or via credit/debit cards.
- Current exchange rates: **US\$1 = MVR 15.42** and **€1 = MVR 20.00**.
- Note that card payments incur a bank fee ranging from **3.5% to 7%** for in-person transactions using a POS machine. For online payments made via a payment link, a **5% bank fee** will apply, in addition to an **8% GST** on all card fees.
- Full payment details will be provided upon final booking confirmation.

Unused Services

No refunds or compensation will be provided for any unused training or trips.

Critical Points

- **No Refunds:** Guests who do not complete their training or trip will not be refunded for any portion of the total cost.

Program Changes

Sea Star Diving reserves the right to rearrange itineraries, cancel, or substitute elements of any plan without notice when local conditions necessitate changes.

Factors Influencing Changes

- **Weather Conditions:** Adverse weather may require changes.
- **Operational Constraints:** Equipment availability or staffing issues.
- **Safety Regulations:** Compliance with safety standards.
- **Minimum Booking Requirements:** May lead to rebooking or transfers.
- **Guest Preferences:** Adjustments based on feedback.
- **Health Protocols:** Additional safety measures may be implemented.

Responsibility of Sea Star Diving

Sea Star Diving acts solely as an agent for the companies providing accommodation, transport, dive trips, or day excursions (referred to as "Service Providers").

Important Information

- **Liability Limitations:** SSD is not responsible for injuries or inconveniences caused by Service Providers or force majeure events.
- **Complaint Handling:** Customers are encouraged to report issues immediately for resolution.

Website Content

The content of our website is subject to change without notice before or during travel.

Important Notes

- **Accuracy:** SSD strives for accuracy but cannot guarantee it.
- **Illustrations:** May not depict actual views from specific tours.

Privacy Policy

Sea Star Diving (SSD) is committed to protecting your personal information and ensuring your privacy is respected.

Notable Aspects

- **Privacy Policy Updates:** Check back regularly for changes.
- **Data Collection:** We may collect personal information to enhance services.
- **Data Security:** We take the security of your information seriously.
- **Opt-Out Options:** You can restrict the collection or use of your information.

Guest Data

We may collect your name, contact information, demographic details, and other relevant information.

Significant Points

- **Purpose of Data Collection:** To improve services and send promotional offers.
- **Data Sharing:** We will not sell your information to third parties without permission.

- **Right to Correct Information:** Contact us to correct any information that is incorrect or incomplete.

Additional Policies

- **Age Restrictions:** All divers must be at least 10 years old. Minors must be accompanied by a guardian.
- **Health and Safety:** Guests must follow all safety instructions provided by our staff. Failure to comply may result in cancellation of the dive.
- **Equipment Rental:** Equipment rental is available at an additional cost. Guests are responsible for any loss or damage incurred.
- **Environmental Responsibility:** Guests are expected to follow all environmental guidelines to protect marine life.
- **Photography and Filming:** Guests may take photos, but any commercial use requires prior consent from Sea Star Diving.
- **Force Majeure:** Sea Star Diving is not liable for failures to perform due to events beyond our control, including natural disasters or political unrest.
- **Feedback and Complaints:** We encourage guests to provide feedback. Complaints should be submitted in writing within 14 days of the trip.
- **Lost Property:** Sea Star Diving is not responsible for any items lost or left behind during the trip.
- **Alcohol Consumption:** Guests are advised not to consume alcohol prior to diving. A minimum of 12 hours is recommended after drinking.
- **Group Bookings:** Special terms apply for group bookings. Please inquire for details.
- **Transfer Services:** Transportation to and from the dive site is available at an additional fee. Schedule may vary based on demand.
- **Special Needs:** Guests with special needs must inform us at the time of booking for appropriate arrangements.
- **Diving Restrictions:** Certain dive sites may have restrictions based on experience level. Guests will be informed accordingly.
- **Insurance Verification:** Guests must provide proof of diving insurance upon arrival.
- **Payment Security:** All payment transactions are secured with industry-standard encryption.
- **Amendments to Terms:** Sea Star Diving reserves the right to amend these terms and conditions at any time. Guests will be notified of significant changes.
- **Third-Party Links:** Our website may contain links to third-party sites. We are not responsible for their content or privacy practices.
- **Governing Law:** These terms are governed by the laws of the Maldives. Disputes will be resolved in local courts.
- **Customer Support:** Our customer support team is available to assist with inquiries before, during, and after your trip.