



BOOKING POLICY



DEEP DARK DIVING

To secure your spot in any course, workshop, or guided dive, a 50% deposit is required. The deposit is required for every diver; training days are not reserved or confirmed until the deposit is received.

Once your deposit is received and your reservation is confirmed, the deposit becomes non-refundable.

However, if you cancel 30 days or more before your scheduled start date, you will be credited a 100% credit voucher for the amount of your deposit, valid for one year.

This voucher is transferable once (1) to another diver.

Cancellations made less than 30 days before your start date are not eligible for refunds or vouchers, unless an Act of God is the cause (i.e., hurricanes, weather-related port closures, death in the immediate family, hospitalization, etc), in which case the 100% credit voucher will be issued.

Cancellations made less than 24 hours in advance are considered a no-show. In such cases, a 3-day rate will be charged, deducted from the deposit. If the deposit exceeds the daily rate, the remaining balance will be issued as a voucher for future use.

If training or diving is interrupted after it begins due to the student (for reasons such as discomfort, environment, etc.) a voucher will be issued for the unused training days. A minimum charge of 3 days applies.

Our Instructors reserve their days for the benefit of the student and to provide the best quality courses; as such, any course cancellation by the

students' free will,
discomfort, lack of
aptitud or
/seriousness will
incur a 3-day penalty.

The remaining balance
will be credited in
the form of a
voucher.

Safety is our priority, the Instructor or Instructor Trainer reserves the full discretion to cancel a course or diving if the student jeopardizes his/her safety, that of the Instructor, anyone else or the Cave Diving at this level requires seriousness, dedication and discipline for it to be safe and enjoyable; All divers are expected to follow procedures and guidelines.

GROUP RESERVATION POLICY

For group bookings of more than 4 people, a 50% deposit of the total estimated cost is required to confirm the reservation.

This deposit is non-refundable, with the sole exception of weather-related Acts of God. In such cases, the deposit will be converted into a credit voucher

Individual participant names can be changed, but the total number of booked participants remains the group responsibility.

Group bookings will be charged at the agreed rate.

The remaining 50% balance is due no later than the day before your scheduled start date.

PAYMENT COMPLETION POLICY

To confirm your reservation, a deposit is required. Your deposit secures your place on our calendar. The remaining balance is typically settled on location, unless otherwise agreed.

Accepted Payment Methods

WE ACCEPT THE FOLLOWING PAYMENT OPTIONS:

Credit/Debit Cards

Via secure payment link through Stripe or WeTravel (*4.5% processing fee applies to card payments)

Bank Transfers

USD or EUR via Wise

Please request bank details from our staff to complete the transfer

Cash Payments

Accepted in Mexican Pesos (MXN), US Dollars (USD), and Euros (EUR)

Please note that daily exchange rates may apply
***We do not accept PayPal.

Please feel free to contact us if you have any questions about payment or need assistance. Our team will be happy to assist you.

