



CMJ Diving Cruise Ship

Dolphinbay Resort
19 Palangan
Puerto Galera
5203 Oriental Mindoro
Philippines

, July 1st, 2019

MV Dolphin Booking conditions & Cancellation Policy

Basics

Our policy is to make booking your trip as simple as possible, we don't have any 'small print' conditions to complicate things.

For booking confirmation a 30% deposit is required, we cannot hold reservations without deposit. The remaining balance must be paid 60 days before the cruise departs.

Cancellation fee is 30%

Cancel 60 days or less before the trip date – No Refund of deposit.

IMPORTANT NOTE.

Although we will refund all monies paid in case of a cancellation on our part, we wish it to be expressly understood that we cannot be held financially responsible for any changes in itinerary due to weather conditions, global pandemics, political problems or civil unrest. However we can offer an excellent discounted alternative accommodation in Palangan / Puerto Galera.

Terms & Conditions

All bookings received are subject to these terms & conditions. Please ensure you read them carefully.



INSURANCE

Insurance is not included. Please ensure you have the correct insurance to cover your diver certification level, we also recommend trip cancellation insurance – and general holiday insurance. If you are unsure of where to obtain the correct diving insurance drop us a line & we'll try to help. We do however recommend Divers Alert Network Insurance.

CERTIFICATION

Please ensure you have a copy of your most recent certification card and dive log for our review. Failure to show your certification may result in not being able to dive on the trip.

NATIONAL PARK FEES:

National & Marine Park Fees are not included and must be paid strictly by cash (on board MV Dolphin). The fees may change at any time at the discretion of the relevant Park authorities so please make sure you are aware of the applicable fees when making your booking.

LIABILITY RELEASE FORMS

Once on board you will be required to sign a liability waiver release before diving. If taking courses onboard, a medical questionnaire is also standard, please bring any medical conditions to the attention of the Operations Manager and produce a doctor's medical clearance if required for diving – on arrival.

PAYMENT REQUIREMENTS:

- 30% Deposit required at time of booking.
- 30% Deposit required 6 months prior to departure.
- Remaining balance 60 days prior to departure.
- Cancellations can only be accepted if received by email liveboardphilippines@gmail.com – and confirmed by return mail. Note: No cancellations will be accepted by telephone.
- Cancellations fee is 30%.
- Cancellations received within 60 days of departure date = No refund.
- Payments are accepted by INTERNATIONAL BANK TRANSFER. Full payment details will be provided with booking & deposit confirmation.



Account Name: Manfred Tauber
Euro Account Nr. 0305603626
SWIFT Code CITISGSGGCB
Bank Address: Citibank Singapore Ltd, 8 Marina View #21-00,
Asia Square Tower 1, Singapore 018960

No refund or compensation is due payable by MV Dolphin – for any unused training/ booked per trip. However training may be completed on subsequent trips.

PROGRAM CHANGES:

MV Dolphin reserve the right to rearrange the order of any itinerary, or to cancel or substitute elements of any planned trip when local conditions force such changes.

MV Dolphin hereby declare that it's operational staff, crew or agents shall not be responsible or become liable in contract or tort for any injury, damage, loss, delay to person or property, additional expenses or inconvenience caused directly or indirectly by any Service Provided or by "force majeure" or other events beyond our control, including, but not limited to war, civil disturbance, pilferage, delays, severe weather, Acts of God, Acts of Government, accidents to or failure of machinery, equipment, vehicles or industrial disputes.

MV Dolphin shall not be liable for, or responsible to, any tour member in the event of dissatisfaction based on personal opinion regarding the standard of service or accommodation provided by any Service Provider nor be liable or responsible for any disappointment, distress, lack of enjoyment arising from any act or omission whatsoever. **MV Dolphin** will only acknowledge liability in the case of proven justified complaints relating to specific and tangible inadequacies of facilities, accommodation or services provided. In the event of such a complaint the customer is requested to immediately contact **MV Dolphin** for remedial action to resolve any problem or irregularity at that time. Only if such a complaint has been lodged will **MV Dolphin** consider to fully investigate and act on any complaint.



WEBSITE CONTENT

The website content is subject to change without notice. **MV Dolphin** endeavor to ensure that all information on the website is accurate, but can accept no responsibility for inaccuracy. Illustrations are intended to provide information only. All fares and prices quoted in www.dolphinbay-divers.com are correct at the time of publishing. Fares, prices are subject to change, which in turn may affect tour prices quoted. Regardless of a deposit or full payment having been made, any increase in the tour price must also be paid by the customer. If such increase is unacceptable, the customer retains the right to cancel his/her booking. However, attention is drawn to the possibility that some cancellation charges may be imposed covering cancellation costs.

Equipment Rental

If you need to rent any items of equipment then please let us know in advance. Prices are available on request. Terms and Conditions may apply.

Dive Course

Refer to our website for courses available onboard, these must generally be booked at the same time as your trip.

Tranfers / Accommodation

If you need any help organising local transfers or accommodation before or after your live-aboard trip then please do not hesitate to ask. We have preferred rates at several local resorts for both accommodation only – and dive packages.

Hope to see you onboard MV Dolphin.

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