

Terms & Conditions

Medical Clearance

Please read the PADI Medical Statement and answer all questions honestly and accurately. You may be required to obtain a medical clearance certificate from a qualified Doctor before we allow you into the water. Failure to do this will mean that you are unable to take part in your course, and this will be treated as a course reschedule or cancellation.

Watermanship

Diving is a strenuous activity & It is a requirement of the PADI Open Water Courses to complete a swim test. If you are unable to complete the swim test, you will not be able to complete the course and will be given the option of rescheduling your course; though no refund will be given. You are required to:

- Swim 200 meters (or 300m in mask, fins and snorkel) using any stroke with no time limit.
- Complete a float or tread water for 10 minutes in water which is too deep to stand.

Homework

It is essential that you complete your dive theory including the knowledge reviews before the course start date. This gives you time to think of any questions you may have, absorb some of the more technical information and allows us to progress through the course as efficiently as possible. Failure to complete your homework means that you are behind right from the start, and are holding your group back. This is, understandably, not fair on everyone else and the instructor and Dive HQ Wellington reserve the right to reschedule you onto the next available course. This will incur a rescheduling fee.

Certification

Achieving certification for any given course is not guaranteed. You will have the opportunity to achieve minimum performance requirements. Failure to meet minimum performance requirements, including being able to keep up with your group, will result in you being unsuccessful in obtaining certification as a diver. In this event you will be given the opportunity to schedule additional training sessions at your cost.

Minimum Numbers

For all courses we have a minimum student numbers requirement for the course to run. For the PADI Open Water Course this is 4 students. In the event that minimum numbers are not met, pool sessions will either be reduced to 3 nights, or you will be given the option of an alternative course date, a refund (less cost of materials used) or a private course. This is up to the discretion of the Instructors and Dive HQ Wellington.

Cancellations

Any cancellations made more than 14 days before the course will be entitled to a full refund minus the cost of materials already used. Between 7-14 days you are entitled to a 50% refund minus the cost of materials or we can reschedule your course dates at no extra cost. There is no refund for cancellations within 7 days of the course. You may reschedule your course within 7 days but your new booking will be subject to availability and a \$200 rebooking fee. Fees will also be incurred if you switch between courses unless by prior arrangement.

Weather

In the event that the weather is not suitable for any safe diving activities, we will postpone your dive/s and offer you an alternative date/s. We regret that we cannot refund a partially completed course in the event that weather is not suitable on your desired dates.