



CANCELATION & REFUND POLICY

English

If a candidate/student/customer cancels any bookings or terminates their course for any reason, refunds will be made according to the following refund policy.

FOR ALL RECREATIONAL AND PROFESSIONAL COURSES

For all in-water activities, courses, and packages: For securing a space and/or ordering your crew pack/ eLearning, we require a deposit of 50% of your costs.



Professional Courses - Divemaster and above Course Packages OW -MSDT	Individual Recreational Courses - Open Water Diver to Rescue Diver.
<p>Cancellation with notification 14 days prior to starting date</p> <ul style="list-style-type: none"> • Full refund will apply of amount paid (minus any transfer or PayPal fees) <p>Cancellation with notification within 14 - 3 days prior to course commencement</p> <ul style="list-style-type: none"> • Your deposit will not be refunded (50% of your activities or course). • Re-schedule training without extra charges 	<p>Cancellation with notification 7 days prior to starting date.</p> <ul style="list-style-type: none"> • Full refund will apply of amount paid. (minus any transfer or PayPal fees) <p>Cancellation with notification within 7 - 3 days prior to course commencement</p> <ul style="list-style-type: none"> • Your deposit will not be refunded (50% of your activities or course). • Re-schedule training without extra charges
<p>Cancellation with notification within 72 hours prior to course commencement</p> <ul style="list-style-type: none"> • No refund. • Cancellations due to sickness or other medical condition, which prevents candidate from taking the course: <ul style="list-style-type: none"> ○ A written statement from doctor is required, in which we will do everything possible to reschedule the course at no extra cost. If rescheduling is not possible at the time, the candidate will receive a voucher that is valid for 3 consecutive years. ○ We advise you to arrange travel cancellation insurance with your local insurance branch for these cases, so you will get refunded for any medical condition. <p>Cancellations with no notice</p> <ul style="list-style-type: none"> • No refund is given. 	

Pocna Dive Center / IDC Poc Na Isla Mujeres Policies

- Full tuition must be transferred or paid in cash 5 days before course starting date of **professional courses or professional packages.**
- Courses that have received and commenced eLearning will not get refund on any materials already received.
- **Pocna Dive Center / IDC Poc Na Isla Mujeres** reserves the right to cancel for any reason and will give a full refund or an alternate date offered.
- Cancellation due to sickness while taking our **professional courses**, no refund. We will reschedule the remaining course modules at a later date or course.
- Cancellation due to sickness while taking our **recreational courses**, pro rata refund will apply upon presentation of a medical certificate.

Students voluntarily terminating during their training will lose their rights to a refund. An alternative training date based on availability may be offered.

There will be no refunds for students who have been dismissed because of violation of our Pocna Dive Center / IDC Poc Na Isla Mujeres Rules and Regulations and the PADI Safe Diving Practices Statement of Understanding

Any bank charges are the responsibility of the student or candidate and will not be included in any refunds.



FOR ALL FUN DIVES, DIVING PACKAGES AND DIVE EXPERIENCES (DSDs)

For all in-water activities, courses, and packages: For securing a space we require a \$50 USD deposit.

Cancellation with notification 7 days prior to starting date

- Full refund will apply of amount paid.

Cancellation with notification within 7 - 3 days prior to the scheduled dives

- Your deposit will not be refunded. (minus any transfer or PayPal fees)
- Re-schedule without extra charges.

Cancellation with notification within 72 hours prior to the scheduled dives

- No refund.
- Cancellations due to sickness or other medical condition, which prevents diving.
 - A written statement from doctor is required, in which we will do everything possible to reschedule the dives at no extra cost. If rescheduling is not possible at the time, the diver will receive a voucher that is valid for 3 consecutive years.
 - We advise you to arrange travel cancellation insurance with your local insurance branch for these cases, so you will get refunded for any medical condition.

Cancellations with no notice

- No refund is given.

Pocna Dive Center / IDC Poc Na Isla Mujeres Policies

- Pocna Dive Center / IDC Poc Na Isla Mujeres reserves the right to cancel for any reason and will give a full refund or an alternate date offered.
- Divers voluntarily terminating during their training, packages or dives will lose their rights to a refund. An alternative diving date based on availability may be offered with extra charges. (see the "Pocna Dive Center Recreational Learning Agreement" for Recreational courses and the "Rules and Regulations" for professional courses and packages.)
- There will be no refunds for students or divers who have been dismissed because of violation of our "Pocna Dive Center / IDC Poc Na Isla Mujeres Rules and Regulations" and the "PADI Safe Diving Practices Statement of Understanding".
- Any bank charges are the responsibility of the student or candidate and will not be included in any refunds.
- Once a diver enters the boat, all rights to a refund are invalid.
- **DSD candidates who are scheduled to dive but are unable to complete their in-water training will not receive a refund.** If a diver is unsure about their comfort levels, then they may attend a "Try Dive" session before hand.