

## Cancellation policy for SCUBA trips outside the Riviera Maya.

Chill and Go Diving plans and advertises its dive trips at least 4 months in advance, so any cancellation within **30 NATURAL days** before the date of the dive trip **WILL NOT BE GIVEN ANY REFUNDS**.

The advance payment is not refundable under any of the following circumstances:

- a) If you cancel a trip 30 calendar days before the diving trip: there is no refund of the payment received.
- b) In the event of non-compliance by the diver within the minimum period for payment of the balance, it will be understood that the reservation has been canceled by the buyer and Chill and Go Diving may have the spaces and services corresponding to the reservation.
- c) Passenger non-attendance: In the event that the passenger(s) do not show up at the appointed time for any reason for the departure of a trip, **no refund applies** of any kind will be made to the buyer of the total amount received on account of the reservation (nor in cash, nor in kind) being the total responsibility of the same passenger **ALL** expenses arising from this lack.
- d) Non-compliance with appointments for transfers and tours: In the event that the passenger(s) are not present at the time of the appointment and at the specified place to board the contracted transfers or tours, **no refund applies**, being the total responsibility of the passenger(s), **ALL** expenses arising from this lack.
- e) Change of itineraries and modifications to activities: Chill and Go Diving is not responsible for any change in the itinerary and trip activities **due to weather or any event not under the control of the company**.

### CANCELLATION DUE TO FORCE MAJEURE:

#### Death, high-risk illness, serious accident and natural disasters.

In the probable case of **Force Majeure**, Chill and Go Diving will offer a voucher for the service purchased, valid for 1 year from the initial date of the scheduled trip.

The severity of the case will be analyzed to determine the possibility of financial reimbursement for the possible events mentioned above.