

## **Refund and cancellation policy for SCUBA TOURS in the Riviera Maya.**

Although Chill and Go Diving strives to offer the highest standards of quality, safety and satisfaction to our customers, we are not immune from unexpected events that may occur before or during your vacation.

The information below establishes the refund and cancellation policy for Chill and Go Diving pre-bookings website, direct or WhatsApp.

### **Refund will be provided as follows:**

- **100% full refund:** up to 48 hours before the start of the activity.
- **50% refund:** between 48-12 hours before the start of the activity.
- **No refund:** less than 12 hours before the start of the activity.
- **No refund:** if you do not attend the activity at the agreed time and place.
- **100% full refund:** Canceled by Chill and Go Diving.
- **100% full refund:** activity cannot be re-scheduled due to weather conditions.
- **100% full refund:** medical reasons if a valid certificate is presented within 24 hours of non-attendance or cancellation.

### **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 2 years from the initial date of the scheduled trip.

Any full or partial refund may be made at the sole discretion of Chill and go Diving.