



**On entry, customer must display a valid photo identification document such as original Emirates ID, driving license in English, or original passport. The name on the identification document must match the individual participating in the diving experience. Entrance is valid only for the specified person and time mentioned on the ticket and cannot be reused across multiple bookings.**

- All Deep Dive Dubai bookings are paid in full at the time of reservation
- Deep Dive Dubai bookings are non-refundable
- Parent/legal guardian must be present during any diving experience and provide written consent for minors
- All bookings must honor the specific terms and conditions for the given experience.
- Deep Dive Dubai booking is valid as per the booked date and time only
- Rescheduling is allowed up to five days in advance. Rescheduling must be completed within six months of the original booking
- Bookings will not be refundable in case of a no show
- Bookings are not refundable if the participant does not meet the requirements as acknowledged at the time of booking
- Bookings will be considered a no show if the customers fail to show up within 10 minutes of their booked time slot
- Deep Dive Dubai is not responsible for bookings purchased outside the Deep Dive Dubai official website
- Bookings do not include hotel transportation
- Booking resale is strictly prohibited
- In case you are unable to join your booking due to your own misconduct (rescheduling your booking without a minimum of five days notice, failure to show up on time, being under the influence of alcohol or drugs before your dive or not following other instructions and requirements) you will not be entitled to get refund.
- On the rare occasion that camera equipment used during a video-recorded experience malfunctions or there is a technical glitch that is beyond our control, the customer is only eligible for a refund of any extra money paid specifically for the video experience. Video experiences included in the booking price are not eligible for refund.
- Customers booking through a third party should be aware that Deep Dive Dubai does not take responsibility for erroneous/duplicate bookings made/guaranteed by these parties. Any eligible refunds booked with a third party must be arranged with that entity.
- All third parties must have a signed contract with Deep Dive Dubai to make bookings. Any bookings made without an official agreement will not be considered valid.
- Deep Dive Dubai reserves the right to close or cancel operations on dates other than those presented as normal operating hours. Deep Dive Dubai will not be responsible for any incidental expenses or consequential losses that may have been incurred because of the planned or unexpected closure including but not limited to visas, airfare tickets, fees related to booking of accommodation, etc.