

Full Terms and Conditions for all diving sessions at Deep Sea World

- Gift vouchers for Shark Encounters and Junior Shark Encounters are valid for either 3 or 6 months from the date of purchase. Gift vouchers for Shark Dive Nights and Shark Awareness Courses are valid for 12 months from the date of purchase. This validity will be detailed on the voucher itself.
- Deep Sea World will only issue Dive Gift Vouchers upon receipt of full payment
- Any extension to the voucher validity period is at the discretion of Deep Sea World and must be authorised prior to the voucher expiry date. An administration fee of £25 will be incurred to extend the voucher for each successive 3 month period beyond the original expiry date.
- Deep Sea World reserves the right to cancel, alter or amend any of the prices, times and dates without notice should operational or other circumstances require us to do so.
- If Deep Sea World cancels, postpones or alters any of the dive events at any given time the participant accepts that Deep Sea World is not responsible or liable for any external costs. Examples would include travel costs and hotel costs (NB: This list is not exhaustive)
- If the diver fails to appear for the dive without prior notification the dive and all payments will be forfeited. You must contact our bookings team on 01383 411880 if you are unable to attend.
- If you are unable to participate on the given day, we will be happy to reschedule your dive provided no less than 14 days notice is given. This 14 day notice period will be strictly adhered to. If the diver gives less than 14 days notice then an administration fee of £25 will be charged to rearrange the date.
- Once the pool training and/or briefings have begun, no refunds will be given unless operational issues force Deep Sea World staff to cancel the dive.
- It is mandatory to complete a PADI medical disclaimer prior to the dive. This is a basic health questionnaire. If the diver answers 'YES' to any of the questions on the form, please contact us as the diver will require an additional form to be signed by their GP prior to commencing the dive. Please note – doctors may charge fees for this service.
- If this is a surprise gift, please be aware that if the diver answers 'YES' to one or more of the questions on the PADI medical form, their dive must be authorised by their GP or Diving GP depending on the nature of the problem, please contact us for advice. Without medical authorisation the dive will not go ahead.
- Deep Sea World Dive Instructors reserve the right to refuse the medical note, if they feel the diver is unsuitable to participate and could possibly jeopardise the Health and Safety of themselves and other participants.
- All dive experiences are non-refundable, unless the diver is medically unfit to participate. In this case we will require a medical exemption form to be signed off by a GP. Upon receipt of medical exemption, Deep Sea World will issue a refund in the form of a cheque. All refunds are minus a £25 administration fee. Dive vouchers may be transferred to another person but in this circumstance the voucher expiry date will remain the same.
- All divers must present their letter of confirmation from our Booking Department on arrival.
- Non-qualified divers or divers wishing to take part in the Shark Encounter must be at least 16 years of age and in reasonable health. Non-qualified divers wishing to take part in the Junior Shark Encounter must be at least 8 years of age and in reasonable health.
- Equipment hire for Shark Dive programs, must be pre-booked and paid for at least 7 days prior to the event. Payment can be made by debit or credit card over the phone. All damages to hired equipment must be paid for in full.
- For the Shark Dive and Shark Awareness programs all qualified divers must bring all dive certifications, current and up to date log books, or proof of dives within the last 6 months. Failure to do so will result in the cancellation of your dive and no refunds will be given.
- Qualified divers must have a minimum of one logged dive within the last 6 months prior to the event.
- Qualified divers under the age of 16 must have a parent or legal guardian present on the day of the event. Qualified divers under the age of 12 must be accompanied by a parent or legal guardian that is a qualified diver and WHO WILL DIVE WITH THE CHILD.
- Deep Sea World cannot accept responsibility for any personal items damaged or lost within the attraction, surrounding grounds or car park. We recommend items of value are left at home.

If you have any further questions please contact us on 01383 411880.

Normal office opening times are 9am – 5pm Mon-Fri

Shark Encounter

This unique opportunity allows for practically anybody to dive with one of the UK's largest collections of sharks! Our PADI dive instructors will take you through the basics before you enter the water. Once we are satisfied (and you are confident) our instructors will take you on a tour of our Underwater Safari which lasts approximately 20 - 30 minutes. The price also includes two spectators who can watch the dive from the comfort of our underwater tunnel. Participants must be:

- 16 years of age or older
- Of reasonable health (please see PADI medical form)

This voucher is valid for one diver and two spectators. Full diving kit is provided by Deep Sea World, within the size restrictions on page 3. Full Terms and Conditions apply.

Junior Shark Encounter

This session for 8-15 year old children is held during the school holidays and selected weekends. Our qualified PADI Instructors will take you through the skills you need to get started in diving. The session will finish with a trip into a secure section of our underwater safari to see the sharks and other marine life. Participants must be accompanied at all times by a parent/guardian at all times. Participants must be:

- 8 years of age or older
- Of reasonable health (please see PADI medical form)

This voucher is valid for one diver and one spectator. Full diving kit is provided by Deep Sea World. Full Terms and Conditions apply.

Participants may be required during the briefing period, with an accompanying parent or guardian to watch the PADI Youths Diving Risk & Responsibilities DVD.

Deep Sea World reminds its visitors that there may be times where, due to operational circumstances, certain exhibits, attractions or facilities may be unavailable.

Shark Dive Night

Shark Dive Nights are a great opportunity for dive clubs or individuals to dive in our Underwater Safari with our Sand Tiger, Tope and Angel Sharks. Our own team of divers will take you on a tour of our Underwater Safari which will last approximately 30 - 40 minutes. Spectators can watch your dive experience from the comfort of our underwater safari tunnel. Minimum dive qualification requirements are:

- PADI Open Water, BSAC Ocean Diver, CMAS 1 Star or recognised equivalent
- Diver must have dived within the last 6 months
- Proof of qualifications and medical certificates (if applicable) are essential

Individual and Group Bookings are available. For Group bookings there is a minimum of 8 divers and maximum of 16 divers per evening. Divers are asked to bring their own equipment if possible. Tanks and weights are provided; any other equipment can be hired from the aquarium, within the size restrictions on page 3. Please call our bookings team on 01383 411880 for current equipment prices and for latest spectator pricing information.

Full payment for equipment hire is required at least seven days prior to the dive.

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Shark Awareness Course

Our PADI Distinctive Speciality Shark Awareness Course is the perfect gift for the avid diver and shark enthusiast. This full day course includes classroom sessions, lunch and a dive in our underwater safari with our fully qualified PADI Instructors and our giant Sand Tiger Sharks. Dive Requirements are:

- Minimum qualification to PADI Open Water, BSAC Ocean Diver, CMAS 1 Star or equivalent
- Diver must have a logged dive within the last 6 months (evidence will be required on the night)
- Proof of qualifications and medical certificates (if applicable) are essential

Divers are asked to bring their own equipment if possible. Tanks and weights are provided; any other equipment can be hired from the aquarium, within the size restrictions below. Please call our bookings team on 01383 411880 for current equipment prices and for latest spectator pricing information.

Full payment for spectators and/or equipment hire is required at least seven days prior to the dive.

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Restrictions for all adult Diving Experiences *(unless providing own dive equipment)*

- Minimum height 5'
- Maximum Height 6'4"
- Maximum Chest size 48"
- Maximum Shoe size 13
- Maximum weight 18 stones
- Not suitable for pregnant women

Recommendations for all Dive experiences

- After the completion of your dive Deep Sea World recommend that you do not fly within 12 hours
- Wearing of any type of glasses is not possible, however contact lenses are fine.

**If you have any further questions please contact us on 01383 411880.
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