

## How to Book

1. Call Regaldive on **01353 659 999** to check availability for your chosen holiday.
2. To confirm the booking, we will require your deposit and insurance premium. Regaldive accept Visa, Mastercard, Switch and other debit cards. Cheques should be made payable to Regaldive.

### Deposits:

- £100pp for a Red Sea holiday
- £150pp for Red Sea liveboards and Fastrack course
- £200pp for a Worldwide holiday (£300pp using Singapore Airlines)
- £300pp for Worldwide liveboards (except Aggressor, Peter Hughes or Galapagos Sky boats)
- £500pp for an Aggressor, Peter Hughes or Galap Sky liveboard

**At times, the deposit may vary from the figures quoted above. This will be advised at the time of booking.**

3. Once we have received your deposit payment, we will despatch a confirmation invoice and booking form.

4. Please check the invoice thoroughly, informing Regaldive of any discrepancies within 24 hours of receipt.
5. **Please complete the booking form and return it to Regaldive.**
6. The full balance is due 64 days before departure. If you book within 63 days of departure, then the full payment is required at the time of booking. A charge of 1.75% will be levied for all balance payments made by credit card and 2.25% by Amex.
7. About two weeks before departure, we will despatch your tickets and travel documents. Please check all items carefully.

### Late Bookings:

We are happy to handle late bookings at no extra charge, unless 'ticket on departure' charges are levied. These are usually £15 per person. If you book within 14 days of departure, we will require credit or debit card details. Your credit or debit card will be automatically debited for full payment when availability for the various elements of your holiday are confirmed.



## Diving Health

If you are diving with Regaldive we will send you a PADI medical form with your confirmation invoice. This form consists of a series of questions to assess your medical suitability to dive. The questions are similar to the medical checklist found opposite.

The medical form we send you is for your information only and you do not need to send it back to us. It is **very important** that you read this form carefully in plenty of time before you travel. You will be asked to complete a similar form on arrival at the dive centre in resort. Your answers will determine whether you are able to dive.

**If on reading the form you answer NO to all of the questions**, you are deemed fit to dive and need not take any further action.

**If on reading the form you answer YES to any of the questions**, you may still be able to dive but you must take the form to your doctor in the UK prior to travel. Depending on the medical condition, they may be able to provide you with a letter supporting your medical suitability to dive. You should present this letter at the dive centre in resort. If there is any doubt in resort about your ability to dive, you will be referred to the local specialist, whose decision is final.

**If there are any questions your doctor cannot answer on the PADI medical form, or they have any doubt regarding your ability to dive, they should refer you to a specialist. Regaldive can provide details of dive physicians.**

It is your responsibility to provide accurate answers and the required medical clearance prior to travel. If in any doubt, you should contact your doctor for advice. No refunds will be given if you are refused medical clearance to dive in resort. **Please call the Regaldive team on 01353 659 999 if you have any questions.**

## Medical Checklist

- Could you be, or are you attempting to become, pregnant?
- Do you regularly take any prescription or non-prescription medications (with the exception of birth control)?
- Are you over 45 years of age and have one or more of the following?
  - currently smoke a pipe, cigars or cigarettes
  - high cholesterol level
  - family history of heart attacks or strokes

### Have you ever had, or do you currently have:

- Asthma, wheezing with breathing, or wheezing with exercise?
- Frequent or severe attacks of hay fever or allergy?
- Frequent colds, sinusitis or bronchitis?
- Any form of lung disease? (Pneumothorax collapsed lung)
- Claustrophobia or agoraphobia (fear of closed or open spaces)?
- Behavioural health problems?
- Epilepsy, seizures, convulsions or take medication to prevent them?
- Recurring migraine headaches or take medication to prevent them?
- Do you frequently suffer from motion sickness (e.g. sea/car sickness)?
- An inability to perform moderate exercise (e.g. walk 1 mile within 12 minutes)?

### Do you have a history of:

- Diving accidents or decompression sickness?
- Recurrent back problems?
- Back or chest surgery?
- Back, arm or leg problems following surgery, injury or fracture?
- High blood pressure, or take medicine to control blood pressure?
- Blackouts or fainting (full / partial loss of consciousness)?
- Diabetes?
- Any heart disease?
- Heart attacks?
- Angina, heart or blood vessel surgery?
- Drug or alcohol abuse?
- Ear or sinus injury/surgery?
- Ear disease, hearing loss or problems with balance?
- Problems equalising (popping) ears with aeroplane or mountain travel?
- Bleeding or other blood disorders?
- Any type of hernia?
- Ulcers or ulcer surgery?
- Colostomy?

X - No ✓ - Yes

## Insurance

**It is mandatory that you take out an adequate insurance policy before travelling with Regaldive.**

Regaldive are an Appointed Representative of Dive Master Insurance Consultants Ltd who are authorised and regulated by the Financial Services Authority. Their registration number can be checked on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

A synopsis of cover is listed below and a copy of the full wording will be provided to the insured. Please read the full policy carefully on receipt to ensure that it meets your needs.

Travel Insurance Cover Provided	Level of Cover
Baggage and Dive Equipment Total	£1,500 (£300 per item)
Dive Equipment	£1,000
Replacement Hire	£300
Delayed Baggage	£150 costs
Personal Money	£500 (£250 cash)
Personal Accident	£25,000
Personal Liability	£2,000,000
Medical & Emergency Expenses	£2,000,000
Cancellation and Curtailment	£3,000*
Delayed Departure	£150
Missed Departure	£800
Hospital Inconvenience Benefit	£1,000
Loss of Passport	£250
Legal Expenses and Advice	£25,000
Loss of Activity Days	£200
Hijack	£500
Adverse Weather	£200

\*This can be increased with an additional premium, if the value of the holiday is greater than £3000.

Dive Master, in addition to the Travel insurance policy provides specific diving accident insurance cover called IDEC (International Diving Emergency Cover).

IDEC Cover Provided	Level of Cover
Immediate Emergency Medical Expenses	£100,000
Hyperbaric Treatment Costs	£100,000
Air Evacuation and Medical Repatriation	£75,000
Search and Rescue	£50,000
Additional Transport and Accommodation	£5,000
After the event Medical Expenses	£50,000

The maximum recoverable amount under this policy in the aggregate shall not exceed £150,000.

The Dive Master IDEC policy, in addition to providing diving medical cover whilst you are abroad, may also provide cover for follow up diving related medical treatment on your return back to the UK.

Dive Master IDEC covers dives to 50m on air and 80m unsupported / 130m supported on trimix (subject to diving qualifications). Do not dive within 24 hours of your return flight.

### Insurance costs

Duration up to	RED SEA & MED			WORLDWIDE		
	Travel with Diving	Travel (No diving)	Diving Only (IDEC)	Travel with Diving	Travel (No diving)	Diving Only (IDEC)
9 days	£36	£20	£16	£52	£36	£16
17 days	£48	£24	£24	£63	£39	£24

### Cooling off period

If you find that the terms and conditions of the policy do not meet your requirements, it is your right to return the policy and the booking invoice to Regaldive within 14 days of issue and receive a refund for the insurance, providing that no claims have been, or intend to be, made or submitted and travel has not commenced.

### Warranty

You must inform Dive Master Insurance Consultants Ltd about anything that may affect your cover. If you are not sure whether something is relevant, please inform them anyway. You should keep a record of any extra information you give them. If you do not inform them about something which may be relevant, including medical facts, your cover may be refused or removed.

## Travel Insurance Medical Facts

It is in your interest to inform Dive Master Insurance Consultants Ltd about anything that might affect their decision to provide cover for you. If you do not, they may refuse to pay any claim you make. You must be able to make the following declaration for yourself, anyone travelling with you and anyone whose health could affect your decision to travel:

- Nobody is waiting for an operation, hospital consultation or any other hospital treatment or investigations including the results of a routine test.

- Nobody has been seen by a specialist or been admitted to a hospital overnight in the last twelve months.
- Nobody has any breathing or heart problem (including angina) or high blood pressure which has needed treatment (including regular medication) in the last twelve months.
- Nobody has received treatment, including regular medication, in the last 12 months for any of the following: disorder of the blood such as clotting, bleeding or anaemia, any form of stroke, any form of cancer, leukaemia or tumor, a transplant or dialysis treatment, any psychiatric illness, stress, depression, anxiety or dementia, any other pre-existing and on-going medical condition that has required regular medication.
- Nobody has been diagnosed by a registered doctor as having a terminal condition.
- Nobody has been diagnosed as being pregnant with an expected delivery date within 12 weeks of the trip return date.
- I do not know of any reason why the trip is likely to be cancelled or cut short or of any facts that may cause a claim on this insurance.

If you are unable to agree to any part of this declaration, now or at any time before you travel, contact Dive Master Insurance Consultants Ltd on 01702 476902, stating that you have taken out a policy with Regaldive. A full copy of the insurance conditions will be sent with your confirmation invoice.

### PLEASE NOTE THE FOLLOWING POINTS:

- If you are organising your own cover, we insist that it is equal to the cover that we can arrange as detailed opposite. By signing your booking form and / or accepting your invoice, you are deemed to have accepted this requirement.
- Items of diving or photographic equipment that you intend on taking that are valued in excess of the single item limit (£300) must be insured separately to cover the full value of the item.
- Any diver over the age of 70 must provide an annual fitness to dive signed by an approved diving medical referee. Non divers over the age of 70, provided they meet the medical criteria detailed above may be insured for a 50% increase on the premiums stated opposite.

## Important Information - Please Read

In order to book with us, customers will be required to read and accept our booking conditions. Please read our booking conditions carefully as this is your contract with Regaldive and it clearly sets out what you have agreed with us. Booking conditions can be viewed online at [www.regaldive.co.uk/conditions](http://www.regaldive.co.uk/conditions) or alternately please call us and we will send you a copy.

Certain holidays may require a minimum number of participants and, in the event of such minimum numbers not being achieved prior to 28 days before departure, the Company shall be entitled to cancel the holiday, whereupon all monies paid by the customer shall be refunded but no compensation shall be payable.

In the unlikely event that the Company becomes unable to provide a significant proportion of the services you have booked after you depart, we will make alternative arrangements for you at no extra charge, or, if this is impossible, or you do not accept these alternative arrangements for a good reason, we will provide you with transport back to your point of departure. In addition, if appropriate, we will pay you compensation of an amount which is reasonable taking into account all the circumstances.

Flight timings are provided by airlines. They are subject to air traffic control restrictions, weather conditions, the need for constant maintenance and the ability of passengers to check in on time. There is no guarantee that the flights will depart at the time shown on the tickets that you receive. The timings are estimates only. The Company does not have any liability to you for any delay that may arise. Where such delay does arise, the carrier may provide appropriate meals etc. but the Company will not make any such provisions. Furthermore, as between yourself and the airline, any flights forming part of the holiday arrangements will be subject to the conditions in the ticket issued by or on behalf of the carrying airline which in most cases limit the airline's liability to the customer in accordance with International law and Conventions.

### ATOL CUSTOMER PROTECTION

When you buy an ATOL protected air package from us you will receive a confirmation invoice confirming your arrangements and your protection under our Air Travel Organiser's Licence number 2990. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk)



### PASSPORTS & VISAS

Passengers for all destinations must be in possession of a full British passport, valid for at least six months beyond the date of return. It is entirely your responsibility to ensure that your passport and travel / visa documentation is in order and available for inspection by the relevant authorities. Visa requirements vary between destinations.

British passport holders travelling to Egypt will require a travelling visa. These can be obtained on arrival at your destination and cost \$18 or £13 (correct at the time of printing). It is the responsibility of non-British passport holders to consult the appropriate embassies or consulates where necessary for relevant advice. For visa information for other Worldwide destinations, please call Regaldive or visit [www.regaldive.co.uk](http://www.regaldive.co.uk)

### WHAT WE DO WITH YOUR PERSONAL INFORMATION

Regaldive uses your personal information to provide you with any new features, destinations, or special offers which we think may be of interest to you. We may also use your information for internal administration of a booking and for analysis. We may need to disclose your information to third party providers of flights and tour services. However, we respect our customers' privacy and do not sell, rent, trade or give away any of your personal information for any purpose.

### DATA PROTECTION LEGISLATION

Regaldive is registered on the UK Data Protection Register in the UK.