

TERMS AND CONDITIONS OF OCEANOLÓGICO ACTIVITIES

Equipment

All issued equipment has to be returned to the tour guide at the end of the excursion in a similar condition as it was received. Participants assume full responsibility for proper care and use of Oceanológico equipment (as instructed). In the event of any damaged, lost or stolen equipment as the result of improper use or negligence participants shall be liable for the full cost of replacement.

Other responsibilities

In order to participate in snorkelling activities participants have to be able to swim, must not be under the influence of alcohol or any other drugs. It is the responsibility of the participant to ensure that he/she is in a suitable health condition for this activity. Participants must listen to the guide, follow his/her instructions and ask questions if in doubt.

Environment

All participants are expected respect the environment and ecosystems. Participants will not touch, feed, handle or chase wildlife. Nothing should be removed from the environment except litter. The location of the excursion should be left the way it was found and any rubbish and other waste should be properly disposed of.

Cancellation

If excursions need to be cancelled due to extreme weather conditions (high waves or strong winds – decision on the sole discretion of the guide) we will aim to re-schedule the excursion on another day. If re-scheduling is not possible, the booking fee will be refunded in full.

In case of absence of the participant at the agreed time and location, no refund will be issued. For cancellations requested by the participant (in writing only to info@oceanologico.com) the following rules apply:

Cancellation 24 hours or less before excursion date: No refund

Cancellation more than 24 hours before excursion date: 40% of the full price will be refunded.

Cancellation more than 7 days before excursion date: 50% of the full price will be refunded.

Cancellation more than 2 weeks before excursion date: 75% of the full price will be refunded.

Cancellation more than 30 days before excursion date: the full price will be refunded.

Data Protection

Data provided by the participants will only be used to provide the contracted service. According to the Spanish law “Ley Orgánica 3/2018, de 5 de diciembre, de Protección de Datos Personales y garantía de los derechos digitales” participants provide this information expressly, freely and voluntarily and may exercise their rights of access, rectification, cancellation and opposition.

Photographs

Participants give Oceanológico the permission to use photographs or videos taken during the excursion for promotional purposes, including but not limited to inclusion on web sites, social media or print collateral without the right to compensation. If participants prefer not to be included in photographs, they are required to express their wish to the tour guide. The company is released from any liability connected with the taking, recording, digitizing or publication of photographs or videos.

I have read and accept the terms and conditions

Date:

Name:

Signature: