



Terms and Conditions

(please take a minute to read this, we tried to keep it to a minimum;-)

Booking Procedure

We require a non refundable 50% deposit to confirm the booking. Upon receipt you will receive a booking confirmation. PLEASE check it! The deposit is not refundable but we will try to work with you on changes, dates and or duration of your stay as much as possible. The deposit is transferrable and can be used for another stay within 2 years of date of payment. **The balance is due 30 days before your arrival.**

Transfer

Taveuni is the closest for pick ups. From Savusavu or Labasa we will pick you up in Natuvu (we can arrange for a taxi or you can take the bus) there is also a bus/ferry combination to Taveuni.

Payment Terms

All our rates are in Fijian Dollars, and are based on a cash basis including 25% Government Taxes. Credit Card Payments are subject to a 3.5% service fee. PayPal is subject to a 2.5% service fee. **Balance of payment is due 30 days before arrival.** On Line Payments and Wire Transfers of final bill must be in our account before departure and costs are born by the guest.

Please do not ask us to take off the taxes if you pay in cash – we won't 😊.

Dive and Snorkeling

Packages and 2 tank dives cannot be broken down, split or shared. *Diving is on a first come first serve basis.* A 2 tank dive as quoted means 2 dives per morning, unless advised otherwise. Additional afternoon, night or shore dives can be arrange when booking or when you are here. Any dives or dive courses booked and not taken are subject to full payment. Changes can be negotiated with DBDR. For safety reasons snorkelers have a dedicated boat. Please book in advance or schedule when you are here.

Pricing

Our current rates are valid until December 31, 2016 unless stated otherwise. Rate increases due to tax changes, fuel increase or other government or outside vendor related charges are the responsibility of the guest at time of service.

Accommodation, Dives and Packages booked, but not paid in full, are subject to such increase or any other rate increases as stated above.

Transfers to and from the resort are subject to payment unless other arrangements have been made. Costs incurred by DBDR for additional transfers due to delayed flights, bad weather or lost luggage are the responsibility of the guest.

Insurance

Dolphin Bay Divers Retreat is located in a remote area without road access and many events happen in "Fiji Time" 😊. Flights and ferries can be subject to early departure, delays or cancellations. Please pack essential dive equipment and other personal belongings you absolutely need, such as contact lenses, glasses or medication in your carryon luggage.

Travel Insurance is a good idea, especially when traveling during the cyclone season. DBDR is not responsible for missed dive days, lost luggage or missed flight connections. We are not responsible for cyclones, bad weather, airline or ferry delays or cancellations (or if you do not see any sharks;-)

Vinaka Vakalevu, Thank you, danke!