

Khao Lak Explorer Dive Center and Tours:

Please see cancellation policy below:

Daytrips (Diving, Snorkeling, Tours):

- 1.1 The company will refund all monies paid by the customer where the Company itself cancels a trip or course, other than for reasons set out above; the Company shall not accept any financial responsibility for any itinerary changes or cancellations resulting from circumstances outside of the Company's control, such as, but not limited to, those stated above.
- 1.2 If a customer requires emergency evacuation and the boat must return to land, the Company shall not accept any financial responsibility for any ensuing itinerary changes.
- 1.3 The deposit paid by customer to confirm the booking. The deposit is non-refundable where a cancellation is made less than 72 hours before the time the trip or course is due to depart (07:00 am).
- 1.4 The outstanding balance must be paid in full to the Company before the time the trip or course is due to commence. The outstanding amount will be non-refundable where a cancellation is made less than 72 hours before the time the trip is due to depart, or the customer is a no-show on the day.
- 1.5 Where a cancellation is made more than 72 hours before the time the trip is due to depart, the deposit is refundable and the Company may refund the outstanding balance, if already paid. The refund payment will be made -8% transfer fees, if needed to be made online.
- 1.6 If the customers decided not dive due to ear problems, seasickness or any other reasons non related to the company, there will be no refund.

Liveaboard:

- 1.1 The company will refund all monies paid by the customer where the Company itself cancels a trip or course, other than for reasons set out above; the Company shall not accept any financial responsibility for any itinerary changes or cancellations resulting from circumstances outside of the Company's control, such as, but not limited to, those stated above.
- 1.2 If a customer requires emergency evacuation and the boat must return to land, the Company shall not accept any financial responsibility for any ensuing itinerary changes.
- 1.3 The deposit paid by customer to confirm the booking is non-refundable where a cancellation is made less than 30 days before the time the liveaboard is due to depart (between 15:00 and 19:00).
- 1.4 The outstanding balance must be paid in full to the Company before the time the trip or course is due to commence. The outstanding amount will be non-refundable where a cancellation is made less than 30 days before the time the trip is due to depart, or the customer is a no-show on the day.
- 1.5 Where a cancellation is made more than 30 days before the time the trip is due to depart, the deposit is refundable and the Company may refund the outstanding balance, if already paid. The refund payment will be made -8% Bank transfer fees.
- 1.6 If the customers do not dive due to ear problems, seasickness or any other reasons non related to the company, there will be no refund.
- 1.7 If customers skip dives for any reason there is no refund.
- 1.8 If the schedule and dive site is changed due to weather condition or other reasons beyond company's control, there will be no refund.