



Terms & Conditions

Kararu Dive Voyages terms and conditions.

Section 1. Inclusions and Exclusions

Inclusions

All quoted fares include

- The cruise and scuba diving activities including tanks, weights and weight belt
- All group shore programs during the course of the cruise
- All meals on board plus drinking water, tea and coffee
- Transfers to and from the Sanur, Kuta and Nusa Dua areas of Bali
- Government taxes.

Exclusions

The following is not included

- International and domestic air transportation
- Hotels and meals ashore before and after the cruise
- Travel and medical insurance
- Dive equipment rental (other than tanks, weights and weight belt)
- Private tours and charters
- Laundry
- Photographic processing
- On-board telecommunications
- On-board beverages except water, tea and coffee
- Crew gratuities



Section 2. Reservations and Deposits

2.1 Reservations

All reservations must be made by electronic mail or facsimile transmission must include your agent reference number and state the cruise number for which the reservation refers, the number of berths required, all passenger names and any special requirements.

2.2 Deposits

A deposit of 30% per person to be sent to Kararu Dive Voyages Bank Account (ref: payment details below) no later than 10 days after the date the reservation is made. If this booking fee is not received within the stated period of time then Kararu Dive Voyages will automatically offer the berths to other travel and booking agents.

Section 3. Payment of the Balance

Payment of the balance must be made to your travel agent or direct at least 90 days prior to departure date. If full payment of the balance is not received with by this date then Kararu Dive Voyages can cancel the booking and enforce cancellation policy as set out in Clause 5.

Section 4. Short Notice Bookings

Full payment must be made at the time of booking if the reservation is made less than 60 days prior to departure. Please refer to payment details in Clause 15.

Section 5. Alterations to Reservations

5.1 General

If an agent wishes to cancel or change a reservation, in any way, it must be done by registered post, facsimile transmission or electronic mail to Kararu Dive Voyages.

5.2 Amendment Fees

An administrative charge of 20% of the total invoice will be charged if any changes are made to your booking 90 days or less prior to departure date. The date that Kararu Dive Voyages receives the alterations to your booking by electronic mail, facsimile transmission or registered post will be the date used to determine whether a fee will be charged. On Saturdays, Sundays and public holidays the next working day will count.

5.3 Cancellation Policy

If the reservation is cancelled 91 days or more prior to the departure date then a US \$300 cancellation fee per person per booking will be deducted from the deposit and the remaining amount returned or credited against any future bookings.



If the reservation is cancelled 90 days or less prior to departure then no refund will be made.

The date that Kararu Dive Voyages receives the alterations to the reservation by electronic mail, facsimile transmission or registered post will be the date used to determine whether a fee will be charged. On Saturdays, Sundays and public holidays the next working day will count.

5.4 Trip Cancellation Insurance

It is highly recommended that all customers be advised to purchase trip cancellation insurance.

5.5 Substitute Passengers

If for any reason a passenger cannot make a trip that has already been booked then the reservation can be transferred to another person. The new passenger will be subject to the contract conditions of Kararu Dive Voyages. Passenger substitution will be allowed up to 3 days prior to the day of departure. Kararu Dive Voyages takes no responsibility for changes to any bookings not made by Kararu Dive Voyages on behalf of the passenger (i.e. air tickets, hotel reservation etc.). A fee will be charged pursuant to Clause 5.2.

6. Full Boat Charter Terms

6.1 Number of Passengers

The maximum number of passengers is 20.

6.2 Published Rates

Charter rates are set out in the schedules and rates section.

6.3 Schedules and Itineraries

All scheduled cruises can be booked as full-boat charters. There are certain changes to the scheduled itineraries allowed by the chartering customer subject to prior arrangement and approval by Kararu Dive Voyages. However, the scheduled period of nights and ports of embarkation and disembarkation cannot be altered.

6.4 Unscheduled Full Boat Charter Destinations and Itineraries

If the charter is booked to sail outside the scheduled cruise itinerary or to another area then the following terms are applicable:

A charter deposit to be paid as set out in Clause 6.5.

A mobilization / demobilization fee will be added to the total cost of the cruise depending on location. The price of this fee will be dependant on the location of the charter and will be given to the client prior to the due date of the deposit.

All domestic airfares and transportation costs will be paid by the customers at the published rate.



6.5 Charter Deposit

A US\$ 4000 non-refundable deposit will be charged. Payment of the deposit must be made 10 days after the booking is made. Payment details as set out in Clause 15.

6.6 Payment and Cancellation Policy

180 days before cruise departure, 25% of the total amount is due. This amount is non-refundable.

90 days prior to cruise departure, full payment of the remaining amount on the invoice is due.

Between 180 and 90 days prior to departure, the number of passengers may be changed, however, no refunds of already received payments will be made. If the charter is cancelled 90 days or less prior to departure, no payments will be refunded.

7. Changes to Cruises, Rates and Transportation Costs

7.1 Changes Before Conclusion of the Contract

Kararu Dive Voyages reserves the right to make alterations and changes to brochure information, service descriptions and prices in the brochures and pricelists at any time before the time of booking. Should the necessity arise Kararu Dive Voyages will inform the agent prior to entering of the contract. The date the contract is entered is the date that a booking fee is received by Kararu Dive Voyages.

7.2 Changes to Prices After the Contract

In rare circumstances it is possible that prices must be increased. The circumstances under which this may occur are as follows:

- Increases in transportation costs (including fuel costs)
- Increases in state taxes and duties (i.e. airport taxes, landing fees, embarkation or disembarkation fees, sales taxes etc.)
- Currency fluctuations.

Kararu Dive Voyages reserves the right to raise the agreed price up to 61 days prior to departure.

7.3 Itinerary and Transportation Changes between Booking and Departure

Kararu Dive Voyages reserves the right to change the itinerary and particular services if required due to unforeseen or unavoidable circumstances. Kararu Dive Voyages will make every effort to offer equivalent alternatives of a comparable standard. Kararu Dive Voyages will inform the agent of such changes at the earliest possible date and the effect they will have on price.



8. Trip Cancellation by Kararu Dive Voyages

8.1 Cancellation for Reasons Caused by the Customer

Kararu Dive Voyages reserves the right to cancel a booking if actions on the customer's part given justifiable cause to do so. In such instance Kararu Dive Voyages will refund any payments already made. Further claims against Kararu Dive Voyages will not be entertained.

8.2 Force Majeure and Unpredictable Acts of Man

Kararu Dive Voyages reserves the right to cancel a trip for reasons of Force Majeure (i.e. natural disasters, epidemics etc.) or unavoidable acts of man (i.e. war, riots, strikes etc.). In the event of this happening Kararu Dive Voyages will advise you at the earliest possible date.

8.3 Trip Cancellation by Kararu Dive Voyages for Other Reasons

Kararu Dive Voyages reserves the right to cancel a trip for other reasons that are unavoidable and will inform the customer at the earliest possible date.

9. Changes to the Itinerary and Services

If Kararu Dive Voyages deems it necessary to change an itinerary during a trip (i.e. due to weather conditions etc.) and the trip is adversely affected then Kararu Dive Voyages will refund the difference between the agreed tour price and the services actually provided.

10. Trip Interruption

If the customer interrupts or calls short a trip then Kararu Dive Voyages is not liable to refund any money to the customer. In cases of emergency such as personal illness or accident Kararu Dive Voyages will assist in all necessary arrangements for the customer's return travel. For such cases we recommend that customers purchase trip interruption insurance.

11. Damages Resulting from Personal Injury, Illness or Death

Damages resulting from illness, personal injuries or death which may be sustained by reason of, or while engaged on, any trip whether due to the ownership, maintenance, use, operation or control of any aircraft, helicopter, automobile, bicycle, boat, vehicle, hotel, common carrier or any other conveyance used in carrying out these trips.

Kararu Dive Voyages assumes no liability due to any cause whatsoever whether caused by failure or delay or other irregularity, acts or omissions occurring during a trip under which the means of transportation or other service provided thereby is offered or supplied by owners, operators or public carriers for and on behalf of Kararu Dive Voyages.



Kararu Dive Voyages shall not be responsible for any injury to person (whether or not resulting in death) or damage to property arising out of any act of war, insurrection, revolt or other civil uprising or military action occurring in the countries of origin, destination or passage.

In case of a medical problem arising during the voyage, either on board or on shore, which results in costs for evacuation, use of aircraft or repatriation, the responsibility for payment of these costs belongs solely to the passenger.

12. Loss or Damage to Personal Belongings

Kararu Dive Voyages does not take any responsibility for loss or damage to guest's personal belongings that are due to Force Majeure causes (refer to Clause 8.2).

13. Your Cruise and Diving Activities over Which We Have No Direct or Complete Control.

Kararu Dive Voyages does not accept liability in written or verbal contract or in tort for any injury, damage, loss, delay, additional expenses or inconvenience, caused directly or indirectly by any events which are beyond our control:

14. Disabilities

By forwarding of deposit, the passenger certifies that they do not have any mental, physical or other condition or disability that would create a hazard for him/herself or other passengers. Kararu Dive Voyages reserves the right to withdraw any person as a member of the tour at any time.

15. Payment

Payment by credit card or telegraphic transfer to Kararu Dive Voyages' bank account as detailed on the payment options page.