



TERM AND CONDITIONS

The following term & condition is made for your satisfaction, comfort and safety. Please read them carefully as they also set out our respective rights and obligations :

1. In order to confirm your chosen trip, a deposit or full payment is required. The percentage of deposit will be informed in each itinerary. Usually 30-50% of package price. Deposit payment is not available on online store. Please contact us for deposit payment.
2. If you wish to make a flight reservation from us, we are entitled to receive complete information of your ID. You must make a payment in full before we make the reservation following your approval for flight arrangement.
3. We are not responsible for the incorrect information provided by you for flight booking. Loss/cost incurred in such case will be borne by you.
4. We regret we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. Any airline concerned may however provide refreshments. We cannot accept liability for any delay which is due to any of the reasons set out of these booking conditions (which includes the behavior of any passenger(s) on the flight who, for example, fails to check in or board on time). In addition, we will not be liable for any delay which will make a significant effect on your holiday arrangements.
5. If you cancel the booking for any reason, you will not receive any refund unless someone you refer takeover your booking. You cannot shift your booking to other trip either.
6. If we cancel the trip for some reason, except for certain case mentioned in other point, you will get full refund of your booking, or you may choose other trip as a substitute.
7. Should force majeure arises at the dive destination during the trip, we regret we cannot accept liability to pay any compensation if you suffer any damages or losses caused by it. Force majeure means any event which we or dive center could not foresee or avoid even with all due care. Such events may include natural disasters, war or threat of war, riot, civil strife, actual or threatened terrorist activity, adverse weather conditions, fire and all similar events outside our control.
8. You must dive strictly within the limits of your current qualifications and agency standards. You must submit evidence of diving qualifications to us or to the dive center. You must be in good health and not have any medical history of lung disorders, asthma, epilepsy, diabetes or recent surgery and agree to discontinue diving if respiratory congestion takes place during the trip. If you have any medical condition contrary to these requirements you must produce a medical statement prior to diving trip from your doctors. If you fail to produce evidence of satisfactory diving qualifications or medical statement, we have the right to prevent you to dive. In this case we do not have any liability to provide you with any refund (if any) in respect of any diving you are unable to take part. With regards to DAN insurance, we are just an agent dive center. We are not responsible for any dive accident that occur during dive trip. You or your friend or family should contact DAN directly for any claim.
9. You are required to complete any diving related forms including liability release form. If you are unwilling to complete the forms, we regret we can not let you to dive and we are not obliged to provide you with any refund.
10. We will provide a Trip Leader as a representative of Instrument Dive Adventure (IDiVENTURE), who will be present during your trip to supervise, assist, and guiding (including dive guiding). The representative will not be accountable for any matters, actions or damage arise by you or your group. However, if there is any conduct or behavior from the Trip Leader that had cause or be likely make you or any of your party uncomfortable, danger, upset or distress, you may make a written complaint to our email. We will make necessary action towards the Trip Leader.



PAYMENT METHODS

1. All payment instructions are sent to you by email when a payment is required.
2. All bank transfer charges are to be paid by the sender.
3. Payments may be made by : Bank Transfer/Internet Banking/Cash (Full Payment)
 - **CIMB NIAGA Cabang Kebon Sirih**
No Rek : 703.200.123200
a/n Wiwika Rahayu
 - **BANK DKI Cabang BALAIKOTA**
No Rek : 108.202.89911
a/n Wiwika Rahayu
4. You can pay with Rupiah(IDR) or US Dollars(USD) or Euro(EUR).
IDR rate valid for Indonesian or KITAS Holders market, USD & EUR rate valid for Overseas or Foreign market
5. In order to minimise your bank charges we recommend that you consider paying the full total of your package immediately, rather than first a deposit and then the balance at a later time.
6. Please note, the price is subject to change without prior notice. We might make price adjustment based on the information given to us by our partners. If the changes occur, we will inform you accordingly. If you are not agree with the price adjustment, you may cancel the chosen trip. We will provide full refund of the booking you have made.

Please help us to help you, by sending us a email copy of the transfer record that includes the transaction reference number.

Please be assured that if you have used our correct bank account number and SWIFT code above then your transfer will reach our account. Sometimes different addresses appear (from those quoted above) in other banks payment systems. Although it can be confusing, this is no cause for concern.

INSTRUMENT DIVE ADVENTURE
JL. RAYA PAGELARANG NO. 39, KELURAHAN SETU – KECAMATAN CIPAYUNG
KOTA ADMINISTRASI JAKARTA TIMUR

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