

## DEALER TERMS AND CONDITIONS



**Medical diving insurance, such as DAN or DiveAssure, are a mandatory requirement for all of our expeditions. Proof of insurance will be required prior to departure. We also highly recommend the purchase of travel/cancellation insurance.**

### PAYMENT SCHEDULE

- **1 - 4 Divers:** 25% deposit within 7 days of booking to confirm your reservation.
  - additional 25% due 4 months prior to departure date.
  - Balance due 60 days prior to departure
- **5 or more Divers:**
  - Bookings made more than 18 months prior to departure require a USD1500 deposit with balance of 10% of the charter fees due at 18 months, or 10% of charter fees if less than USD1500.
  - Bookings made within 18 months of departure date require a 10% deposit within 10 days of booking to confirm your reservation
  - additional 10% due 9 months before the departure date
  - additional 20% due 6 months before the departure date
  - remaining 60% due 60 days before the departure date

Initial deposits, only, can be paid by Visa or Mastercard. Interim deposits and final payments must be made by company cheque, bank draft, or bank wire. Confirmation # & Departure Date must be included with every payment or followed by an email with this information.

### RELEASING BERTHS without penalty

**Nautilus Explorer/Nautilus Belle Amie - Whole boat bookings** - You may release 4 berths without penalty up to 6 months prior to the departure date. Please note that by reducing your reservation you may lose your FOC space.

**Nautilus Explorer/Nautilus Belle Amie - Half boat bookings** - You may release 2 berths without penalty up to 6 months prior to the departure date. Please note that by reducing your reservation you may lose your FOC space.

### CANCELLATION POLICY

Reservation of 1 - 4 Divers: If a berth is cancelled....

- 12 - 9 months prior to departure, 15% of the trip price is forfeit
- 9 - 4 months prior to departure, 25% of the trip price is forfeit
- 4 - 2 months prior to departure, 50% of the trip price is forfeit
- 60 days or less prior to departure, 100% of the trip price is forfeit

Reservation of 5 or more divers: If berths are cancelled...

- 18 - 9 months prior to departure, 10% of the trip price is forfeit
- 9 - 6 months prior to departure, 20% of the trip price is forfeit
- 6 - 2 months prior to departure, 40% of the trip price is forfeit
- 60 days or less prior to departure, 100% of the trip price is forfeit

### FINAL PAYMENT

Balance of the net charter fee (ie. gross charter fee less your commission) must be received at our office on or before 60 days prior to departure by bank wire, bank draft or company cheque. Please include your trip Confirmation # and departure date with your payment. A payment reminder will be emailed. If you disregard the reminder or if we cannot contact you, we reserve the right to sell your berths and your deposit(s) may be forfeit.

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### REFUNDS

- **1 - 4 Divers:** Cancellations received more than 12 months prior to departure are fully refundable less an administrative fee of USD100 per berth or may be transferred to a new booking without any administrative fee. This service can be done once only per booking. Note that transferred deposits may only be applied as a credit towards final payment. Cancellations received less than 12 months prior to departure are non-refundable as per the cancellation policy above.
- **5 or more Divers:** Cancellations received more than 18 months prior to departure are fully refundable less an administrative fee of USD100 per berth or may be transferred to a new booking without any administrative fee. This service can be done once only per booking. Note that transferred deposits may only be applied as a credit towards final payment. Cancellations received less than 18 months prior to departure are non-refundable as per the cancellation policy above.

### PAPERWORK

Guest forms requesting personal and travel information must be submitted 1 month prior to departure. Late submissions may result in government authorities not allowing your clients to board the ship. We urge all clients to double check their travel documents are in order and to obtain any visas from your local embassy for that country (if required).

Clients who are unable to board the Nautilus Explorer or Nautilus Belle Amie because they have been denied entry into the country or lack the proper documentation will not be issued a refund or credit. Note: for guests on itineraries to/from Mexico or Canada where you must pass through the United States, please ensure the proper documentation / travel visas are also in order for the U.S.

### SPECIAL REQUESTS

We will gladly help you as best we can with special dietary needs, nitrox and other requests. We require 1 months notice on special requests. Short notice requests can not be accommodated.

### MARKETING MATERIAL

We can provide marketing material upon request. You may not alter our trip descriptions, itineraries or images provided by us unless you have our expressed written permission. Your booking commission rate is based on marketing and selling trips at our suggested pricing. We reserve the right to unilaterally alter your booking commission - possibly reducing it to 0% - if you market our trips at any other price level without written agreement from us.

### SURCHARGES

We fully understand and appreciate how upsetting it is to be notified of a retroactive charge after you have already booked and paid for a vacation and avoid them whenever possible. Fuel prices can be extremely volatile. We reserve the right to add a fuel surcharge if the price of diesel goes over a certain price point. Please contact our office for details if needed. We also reserve the right to pass along the cost of any taxes, levies, fees or other unforeseen charges legislated by the Government of Canada, US or Mexico.

### TRIP CANCELLATION

Itineraries are subject to weather and may be changed without notice at the discretion of the Captain in consideration of the safety of guests, crew and the vessel. We will always do our very best to facilitate the absolute best possible experience for our guests. No refund or credit will be issued if government authorities require a change to a trip itinerary.

### CHANGES

We reserve the right to make changes to the above noted terms and conditions without notice.