

Terms and conditions

Insurance

Jukung Dive has liability insurance and insurance for our dive staff. HOWEVER, we do not carry individual insurance for divers, meaning that if a dive accident would occur during your diving activities, our insurance would not cover you. Therefore, we strongly suggest that you carry diver's insurance, whether through your travel insurance policy or through a specific dive insurance. We offer [DAN Asia Pacific short term insurance](#) (lien vers le brochure) at a very reasonable cost and we would be happy to help with your subscription. You can also enrol [directly on their website](#) (lien vers DAN: <https://apps.dan.org/short-term/?token=~dh4h71q1vY603I5A3dsr701oe06g490V7711v7h0117h700Kr700290vgu>). DAN is the worldwide leader in terms of dive insurance and we are happy to recommend their services.

Deposit policy and cancellations

We require a deposit for online advanced bookings. **Please note that without a deposit we cannot guarantee your booking.** We strongly recommend that you book ahead as we have limited capacity.

We also recommend having travel insurance, that covers your booking in the event you may have to change your plans or if anything unforeseen may arise.

Once your deposit has been issued and if you would like to cancel or reschedule your booking:

Fun dives/Discover Scuba Diving - Deposit 30% :

- Cancellation (If reservation in advance and deposit paid) more than 10 days in advance: full refund will be given (minus bank or credit card fees), or you may reschedule according to our availability.
- Cancellation between 10-3 days before your activity: half refund will be given (minus bank or credit card fees), or you may reschedule according to our availability
- Cancellation after 3 days before your activity: no refund will be given, however, you may reschedule according to our availability.

PADI courses - Deposit amount = 120\$US is e-learning material, so no REFUND possible:

Your PADI E-learning material is issued to you when you book. Once issued, it is yours to keep and can be used at any PADI dive center, but it cannot be refunded.

For courses booking:

Your deposit payment implies that you agree on these conditions.

Payments

We accept payments in cash in IDR, EUR and USD

We also accept card payment, either at the dive center or online via card link, and a variety of bank transfer options in several currencies.

Diver's safety

We take your safety VERY seriously. We expect all our divers sign and abide by the [PADI Standard Safe Diving Practices \(lien pour document PDF\)](#). We reserve the right to exclude you from our diving activities if we feel your behaviour could be a danger to yourself, our staff or others divers. In this case, we will do our best to refund part of your diving activities depending on your specific case.

We are equipped with emergency oxygen, first aid kit, marine radio and life jackets and all our staff are First Aid trained.

We do our best to accommodate dive sites requests. However, Nusa Penida is an area where swells and currents vary and we pick the dive sites with everyone's comfort and safety in mind. Diving exposed dive sites such as Manta Point, Manta Bay and Crystal Bay are not always possible to dive and conditions can change rapidly. At Tulamben, few days in the year has big waves, and shore dive can be very challenging and dangerous, during these days, we may change dive sites or just cancel the dives. This is very rare case at Tulamben/Amed, but possible. In this case, if we cancel for safety reason, we will do full-refund.

We recommend at least 18 hours surface interval before you fly.

Privacy policy - *cette partie, tu decides s'il faut mettre ou pas, peut-etre pas*

besoin

This is absolutely non-diving related but we have to do it!

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; e-mail address; computer and connection information. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information that you provide through our contact forms (including name, email, location).

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

Je sais pas sur cette partie non plus, je pense que c'est fait sur WORD PRESS? Our website is hosted on the

Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

We may contact you to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

If you don't want us to process your data anymore, please contact us at info@jukungdivebali.com

Questions, EMAIL US! (direct lie avec App email and nous envoyer un email)