



SKEGNESS AQUARIUM DIVING & SNORKELLING

CANCELATION &
RESCHEDULING POLICY

In case a participant is unable to attend a scheduled session, there are three options available as outlined below.

1. Reschedule

If a participant needs to change the date of their booked session, a rebooking fee will be charged. Please note the following:

Notice Period	Shark Educational Dive	Shark Snorkelling Ranger
14+ days	£20	£10
7 - 14 days	£30	£15
less than 7	£50	£20

- Any additional extra booking charges incurred will be the responsibility of the participant.
- If we do not receive any notice before the session and the experience is missed, you will forfeit the experience.
- Customers who book directly are entitled to one free reschedule outside of the 14-day notice period.

2. Refund

If a medical condition prevents the participant from taking part, a refund may be granted. However, **a letter, signed and dated by a medical professional, stating the participant is unable to attend, must be provided as proof.**

Pre-existing medical conditions must be taken into consideration before booking an experience.

It's important to note that each booking will be treated separately.

3. Participant Change

If the originally booked participant is unable to attend and is unable to reschedule or receive a refund, you may transfer the booking to another individual. Please provide us with notice of more than 48 hours so that we can update our records and send out any necessary prerequisites. By changing the participant's details, the new participant automatically agrees to our terms and conditions, including any medical agreements and this cancellation/rescheduling policy.