



Booking & Reservation Policy

Reservations

When you have selected your period of accommodation on our Dive Safari MY Mariana and other services, you will be given a unique reference number. You will be asked to pay for your chosen arrangements, and if these are available we will send you a Confirmation Invoice. You must be at least 18 years old. Once you have made a booking with us you are deemed to have read and accepted these booking conditions and that you have the authority to accept and are accepting the terms of these conditions on behalf of all persons in the party.

Booking Information

When a booking is made all details will be read back to you. Please check that all names, dates and timings are correct on receipt of all documents and advise us of any errors immediately. Any changes to these details will incur the charges stated below. Please ensure that the names given are the same as in the relevant passport.

Payments

When you make a booking you must pay a deposit of 35% of the total holiday value. The balance of the price of your travel arrangements is payable eight (8) weeks prior to departure. If the deposit and/or balance is not paid on time, we shall cancel your travel arrangements. If a booking is made within eight (8) weeks of departure, full payment is required immediately.

Price

The price of your travel arrangements can be varied due to transportation costs such as fuel surcharges, scheduled local airfare / air taxi changes. You will be notified of any increase in price due to these circumstances.

Insurance

It is recommended that all travellers and tourists to overseas destinations are adequately covered with travel insurance. If you are not covered by any insurance, we strongly advise you to make arrangements with your travel agency to make sure your cover is at least as comprehensive as the above mentioned.

Alterations by the Client

All requests for alterations must be confirmed in writing by the client. An amendment fee of USD 30 per person per alteration will be charged. If the client decides to alter travel arrangements whilst abroad, Mariana Adventures Pvt Ltd accepts no responsibility for any extra cost that may arise or any difficulties that may occur as a result of the holiday having been altered or changed. No credit or refund is possible for any unused service included in the cost of the holiday.

Alterations by Mariana Adventures Pvt Ltd

In the event of the company having to alter, amend or cancel the holiday on or before the date balance is due, you will be offered a choice of an alternative holiday at least comparable to the standard you booked. If this is not acceptable the company will refund you in full. We will not cancel your travel arrangements less than 8 weeks before your departure date, except for reasons of force majori or failure by you to pay the final balance. Please note that carriers such as airlines may be subject to change and Mariana Adventures Pvt Ltd cannot be held responsible for any delays, schedule changes or cancellations made by the airlines. We cannot be held financially responsible for any changes in itinerary due to weather conditions, political problems or civil unrest. MY Mariana Liveaboard Management reserves the right to cancel a safari trip or due to an insufficient number of passengers.

Cancellation by the Client

Any cancellation by the client must be advised to Mariana Adventures Pvt Ltd in writing as soon as possible. The following charges will be payable by the clients:

More than 56 days prior to departure: Deposit forfeited
55 - 30 days prior to departure 50% of full holiday price
29 - 15 days prior to departure 75% of full holiday price
14 - 0 days prior to departure 100% of full holiday price

Complaints

Any problems or dissatisfaction should be brought to the immediate attention of the local Management to enable the matter to be rectified as soon as possible. In the unlikely event of the matter not being resolved satisfactorily, then you should write to us within 14 days of your return so we may further investigate the matter.

Passports and Visas

All passengers travelling must have a valid passport with a minimum of six month validity to Maldives. European Union passport holders do not require visas. However, it is the responsibility of the traveller to check with the relevant embassy or consulate of the country to check necessary documentation.

Travel Documents

Your Dive Safari documents will be dispatched once payment has been received and cleared.

Responsibility of the Client

Any passports, visas, health certificates, or other travel documents required for the holiday, must be obtained by the client whose responsibility it remains to ensure that these are all in order and meet any additional costs incurred as a result of failure to comply with such requirements. No credit refund is possible for any unused services included in the basic holiday price or for any loss, mislaid or destroyed travel documentation. The client is responsible for checking in at the correct time. Mariana Adventures Pvt Ltd cannot accept responsibility for clients missing flights as a result of late check-in to the DiveSafari.