Core Scuba Dive School Terms of Service

Oct 24, 2026

By booking, enrolling or taking part in any course, dive or activity with Core Scuba Dive School, you agree to these terms. Please read them carefully before you book.

About these terms

These terms form a contract between you and Core Scuba Dive School Ltd CRN 17523365, of Unit A, 82 James Carter Road, Mildenhall, Bury St Edmunds, England ("we", "us"). "You" means the person booking or taking part, and, where you book for someone else, that person too. "Services" means our courses, trial dives, guided dives, trips, equipment hire, servicing and retail.

- You must be at least 8 to take part. Anyone under 18 needs a parent or guardian to book, sign the forms and accept these terms on their behalf, as well as be present during training.
- If you book for a group, you confirm you have authority to accept these terms for everyone in it.
- How we handle your personal information is set out in our Privacy Policy.

Effective date: 24 October 2026

Bookings, payments and cancellations

Your booking is confirmed when we send you written confirmation and receive your deposit or full payment.

- **Prices:** All prices are in pounds sterling and include VAT where it applies. Course fees cover the items listed at booking; certification fees, equipment hire, boat or site fees and learning materials are included only where we say so.
- **Payment:** A deposit of [amount or percentage] secures your place. The balance is due 14 days before your start date. Late payment may lead us to release your place.
- **Cancellation by you:** The table below applies unless you have a legal right to cancel.
- **Cancellation by us:** If we cancel (for example, for weather, safety or too few participants), we will offer you a new date for that service.
- **Rescheduling:** You may move a booking, free of charge, apart from any non-recoverable supplier costs with at least 7 days' notice, subject to availability. If we have already paid a dive site entry fee or a pool booking to a supplier for your session, we will charge you the amount we cannot recover, and we will show you this cost before you confirm the change.
- **Late arrival and no-shows:** If you arrive late or do not attend, we may refuse or shorten the session without a refund where we cannot safely run it.

When you tell us	Refund
More than [30] days before the start date	Full refund, less any non-refundable third-party costs
[15 to 30] days before	[50%] of the amount paid, less any non-refundable third-party costs
Fewer than [15] days before	No refund, though we may offer a credit at our discretion

If you booked online or by phone, you may have a 14-day cancellation right under the Consumer Contracts Regulations. This right does not apply to dated leisure services such as a course or dive booked for a specific date, once you have agreed to that date. Nothing in these terms limits your statutory rights.

Health and fitness to dive

Diving puts real demands on your body, and some medical conditions make it dangerous. Your safety depends on you being honest with us.

1. You must complete a medical questionnaire before any course, Discover Scuba Dive® (DSD) or guided dive, and answer every question truthfully.
2. If you answer "yes" to any question on it, or your health changes before you dive, you must tell us and get a doctor's written clearance before you enter the water.
3. You must not dive if you are unwell, pregnant, under the influence of alcohol or drugs, or have flown within the recommended no-fly period before your dive.
4. You must be able to swim to the standard your course requires, and we will test this.
5. We may refuse or stop your participation at any time if we judge it unsafe, with no refund where the reason is your health, fitness or non-disclosure.

We rely on the information you give us. We are not liable for harm that results from an inaccurate or incomplete medical declaration.

Your responsibilities, safety rules and equipment

Safety rules. You agree to:

- Follow the instructions of your instructor, dive leader and dive/boat crew at all times
- Stay within the limits of your training and certification, and dive your plan
- Stay with your buddy or group, and tell us at once if you feel unwell, anxious or uncomfortable
- Never hold your breath while ascending, and never dive alone
- Behave safely and respectfully towards staff, other divers and the marine environment, and not touch or remove marine life

Our instructor's decision on safety is final. We may end a dive or course early if you ignore instructions or put anyone at risk, without refund.

Equipment hire. Hire kit is checked before use. You must use it as instructed and tell us about any fault. You are responsible for loss or damage to hire kit caused by misuse or negligence, up to its replacement cost. Hire kit must be returned clean and on time.

Your own equipment. If you bring your own kit, you are responsible for its condition and servicing. We may refuse to let you dive with kit we judge unsafe.

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Personal belongings. You leave belongings on our premises, boats and vehicles at your own risk.

Risk, liability and insurance

Risks of diving. Scuba diving carries inherent risks, including decompression illness, drowning, injury from marine life, equipment problems and the effects of cold, currents and poor visibility. Even with careful instruction, these risks cannot be removed. By taking part, you confirm you understand them and accept them voluntarily. You will also sign our liability release and assumption of risk form before you dive.

What we are responsible for. We will provide our services with reasonable care and skill, using qualified and insured instructors and well-maintained equipment.

Limits on our liability. Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else the law does not allow us to exclude. Subject to that:

- We are not liable for loss, injury or damage caused by your failure to follow instructions or safety rules, or by an inaccurate medical declaration.
- We are not liable for loss or damage to personal belongings, or for events outside our reasonable control.
- Our total liability to you for any claim related to a booking is limited to the amount you paid for that booking.

Insurance. We hold public liability insurance. We strongly recommend that you hold your own travel, personal accident and dive insurance, including cover for decompression treatment, and that you cancel-protect any paid trip. We do not provide this cover. Speak to one of our team for more details.

Conditions, certification, photos and your data

Weather and conditions. The sea, water conditions, weather and visibility decide what is safe. We may change, delay or cancel any session, site or trip for safety, and our instructor or skipper decides. We will offer a new date or refund as set out in the cancellation section, but we do not pay for your travel, accommodation or other costs.

Certification. You earn a certification only by meeting every performance and knowledge requirement set by the certification agency PADI. Paying for a course does not guarantee a pass. If you need extra time or sessions, we may charge for them. The agency issues certification and keeps its own records.

Photos and video. We may take photos or video during dives and courses. We will use them in marketing or on social media only with your agreement, which you can withdraw at any time by contacting us. Footage you take yourself is for personal use unless we agree otherwise. Camera equipment can not be used on a course other that a Photography Specialty course.

Intellectual property. Our website, course materials, logos and content belong to us or our licensors. You may use them for your own personal training, but not copy, resell or distribute them without our written consent.

Your personal information. We collect and use your information as set out in our Privacy Policy.

Termination, complaints and general terms

Ending your participation. We may end your booking or participation immediately if you break these terms, act unsafely or abusively, or put others at risk. Refunds in that case are at our discretion, except where the law requires one.

Complaints. If something goes wrong, tell us as soon as possible, ideally during your visit so we can fix it. Otherwise email [contact email] within [14] days of your course or trip. We will reply within [14] days and try to resolve it fairly.

Changes to these terms. We may update these terms from time to time. The version in force when you book applies to that booking. The effective date above shows the latest version.

General.

- These terms are the entire agreement between us about your booking and replace any earlier discussions.
- If any part is found unenforceable, the rest stays in force.
- Our failure to enforce a term is not a waiver of it.
- You may not transfer your booking to someone else without our written consent.
- A person who is not a party to this agreement has no right to enforce it.

Governing law. These terms are governed by the laws of [England and Wales]. The courts of [England and Wales] have jurisdiction over any dispute, though if you live elsewhere in the UK, you may also bring a claim in your local courts.

Contact us. Core Scuba Dive School, Unit A, 82 James Carter Road, Mildenhall, Bury St Edmunds, England · info@corescuba.co.uk · +44 7938 472737

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