

Terms & Conditions



Paying on Bali

Payments in Bali can only be settled in IDR (Indonesian rupiah). You can pay in cash or with credit card (Visa, Mastercard or American Express). For the use of a Visa or Mastercard credit card a 2% administration surcharge is charged and for an American Express card 3.25%.

Oh no, I have to cancel my trip!

We will always do our utmost to accommodate any changes. However as we do incur costs we will therefore need to charge you a cancellation fee.

In case of cancellations of individual day trips and courses, a cancellation fee will be charged as follows:

- An administration fee 15% of the FULL price will be charged for any cancellations
- Cancellations done 48 hours before the start of the trip/course, will be charged 25% of the FULL price
- Cancellations done 36 hours before the start of the trip/course, will be charged 50% of the FULL price
- Cancellations within 24 hours before the start of the trip/course, are charged 100% of the FULL price
- No refunds are given once you have started the course/trip
- Manuals that have already been picked up can only be returned if they have not been used and are in a good condition at the discretion of Joe's Gone Diving. Digital manuals cannot be returned.
- Vouchers are non-refundable

In case of cancellations of dive safaris and accommodation, a cancellation fee will be charged as follows:

- Trips can be cancelled up to 14 days beforehand free of charge
- 14 days before the start, the customer will be charged 25% of the agreed price
- 7 days before the start, the customer will be charged 50% of the agreed price
- 72 hours before the start, the customer will be charged 100% of the agreed price
- N.B. In the high season (July – September and December – January) some hotels have a 30-day cancellation policy. In case of hotel bookings, Joe's Gone Diving will maintain the same policy as the hotels

Oops, I lost my fin... (or any other rented dive equipment)

All dive equipment rented from Joe's Gone Diving is the responsibility from the person renting it. Damage to or loss of dive equipment will be charged at cost price.

Personal belongings

Please note you are responsible for your own personal belongings, Joe's Gone Diving is not liable for any loss, damage or theft.

Please note: for the purpose of this policy, day trips & courses start at 8.00am.