



This page states the terms and conditions for all diving services offered by rectotec. It outlines what you can expect from the instructor and what is expected from you as the student. It also outlines the general conditions for both diving courses and equipment sales. By participating in any of the diving services offered by rectotec you automatically agree to the terms and conditions outlined below.

If you have questions about anything on this page please feel to contact rectotec immediately.

Terms and Conditions for Diving Courses

1. General conditions

1.1. rectotec will try their best to help you pass any diving course you attend and if time allows, will provide additional sessions if you require them. **HOWEVER**, the purchase and attendance of a diving course DOES NOT automatically guarantee a pass. If you do not meet the minimum standards of a course, rectotec will help you to identify where you can improve. You are also welcome to return on the same course at a future date at no extra charge if required, pending availability. However, if additional one to one training were required, this would incur further charges.

1.2. All course costs quoted exclude gas, site entrance or boat fees. On a technical course the cost quoted does not include the cost of the instructors' gas, which will be shared equally amongst the students. All prices are based on a minimum of 2 students; a single student supplement may be added.

1.3. Unless otherwise agreed, all students are expected to provide their own diving equipment as specified in the joining instructions. It is the student's responsibility to ensure that they are serviceable and in-date. If you have any doubts on your equipment's serviceability or suitability, or if you are unable to source any of the required equipment yourself, please contact rectotec ASAP. Please DO NOT leave it until the morning of the course. The final decision on the suitability of the equipment lies with rectotec instructor.

1.4. rectotec will not sell or share your personal information with other companies.

2. What you can expect from rectotec instructors

2.1. Underwater lessons are filmed for accurate post-dive critiques; they will not be used otherwise without explicit consent. All footage will be deleted by the end of the day however if you want it for personal reasons, please remember to bring a storage device with you. On the rare occasion when a student fails a course, rectotec reserves the right to keep the lesson footage as evidence in case the student wishes to make a case against rectotec.

2.2. Instructors will behave professionally and uphold all standards as dictated by the course agency. The aim is to provide you a challenging and enjoyable course.

- 2.3. The instructors will be punctual and check that the facilities are ready to allow the course to promptly.
- 2.4. Throughout the course the instructors will give you honest and constructive feedback.
- 2.5 Your instructors will distribute a feedback questionnaire at the end of the course. We appreciate your honest feedback to help us improve our service.

3. What I expect from you

- 3.1. If you have any disabilities please make rectotec aware of them as soon as possible as we can adapt to your requirements.
- 3.2. Smoking will not be allowed during teaching; this includes briefing and debriefing sessions. Please refrain from smoking until there is a set break, e.g. lunch.
- 3.3. Your behavior during the course will reflect on rectotec and the training we provide. The use of any illegal substances or acting in such a way that can cause offence to rectotec, another student or any member of the public including violent behavior, bullying, and any sexually abusive action will result in you being asked to leave and you will forfeit ALL course costs. Legal action may also be taken.
- 3.4. Alcohol may be consumed at the end of the days' training however drinking and diving WILL NOT be tolerated. Arriving at the dive site whilst still under the influence of alcohol will result in you being asked to leave and you will forfeit ALL course costs.
- 3.5. Please bring a notebook, pen and calculator to your theory sessions. If you have been given pre-course study please ensure that you have completed them. Please be punctual for the theory lessons as failure to comply will inconvenience other students and instructors. Lessons may start without you if you are late for no apparent reasons and due to time constraint.
- 3.6. Please bring all documentation listed in the joining instructions and proof of all pre-requisite qualifications with you to the start of the course. Failure to demonstrate your qualifications will stop us from providing you the course. If you have any questions on the paperwork INCLUDING the diving medical please speak to rectotec ASAP.
- 3.7. Bring a willingness to learn and a sense of humor. You may find yourself to be out of your comfort zone during your training. If during any part of the training you feel uncomfortable please let me know and the training will be adjusted accordingly. We can change the course program slightly HOWEVER there are minimum requirements for courses which have to be adhered to.
- 3.8. Unless under Nitrox or Trimix instruction where you will be monitored by your instructor, students are responsible for analysing and marking of all of their cylinders (including air). If the instructor or surface support is not happy with any of the above you will not be allowed to enter the water.

4. Payments and cancellations

- 4.1. To book a course rectotec requires a non-refundable deposit of £50 (or £100 if the student materials cost more than £50). The exact deposit amount will be clarified by rectotec.
- 4.2. The full course price has to be paid two weeks in advance to the start of the course.
- 4.3. Changes and/or cancellations will not be accepted once a deposit has been paid, except at the discretion of rectotec.
- 4.4. The cost of the course is as agreed in the invoice. No additional costs will be added by rectotec once an agreement has been made unless by mutual consent.
- 4.5. rectotec are not liable for non-attendance due to illness and injury.

4.6. Any extra days added to the course due to 1.1. 3.3-3.6. are the sole responsibility of the student.

4.7. If the course has to be changed or postponed by rectotec and the student is not happy with the re-scheduled dates they are entitled to a full refund (less any student materials already dispatched).

4.8. If the weather is forecasted to be unsuitable for diving, the deposit paid will be transferrable to another course or another date.

5. Liability

5.1. rectotec accepts no liability whatsoever for an accident, damage, loss or injury, and any loss or damage to their equipment and belongings. All individuals are encouraged to take out diving insurance.

Terms and Conditions for Equipment Sales

6. General conditions

6.1. If you wish to make a purchase please contact rectotec.

6.2. Not all items are held in stock but once they become available, they are usually dispatched within 24hrs. If this is delay due to a problem with the UK importer we will let you know before any transactions take place.

6.3. Payment is due in full before any order is processed.

6.4. All products are subject to price changes without notice. If the distributor changes the price we will inform you before continuing with the transaction.

7. Postage

7.1. All items are dispatched as next day delivery unless otherwise specified.

7.2. rectotec are not liable for any delays caused by Royal Mail or any other courier service used.

8. Returns

8.1. We try our hardest to offer excellent customer service and do our best to ensure that the item you wish to purchase is the correct item for you. If you wish to return the item please contact rectotec in the first instance and we will try to do everything we can to resolve the problem as quickly as possible. This does not affect your statutory rights.

9. Warranties

9.1. Full details of the manufacturers warranty can be found on their website. Please read carefully on the procedures required for the manufacturer warranty to be valid. Full details can be provided on request.