

## Private Scuba Diving

### Description

Dive into the azure waters of Pondicherry and unlock a hidden world beneath the surface. Explore vibrant coral reefs, encounter exotic marine life, and discover the sunken treasures of the Bay of Bengal. With crystal-clear visibility and diverse underwater landscapes, Pondicherry offers an unforgettable scuba diving adventure for both beginners and experienced divers, making it a must-visit destination for ocean enthusiasts.

### Terms & Conditions

1. Booking and Availability:
  - a. All bookings are subject to availability and may be limited during specific seasons, weather conditions, or other factors.
  - b. Participants must meet the minimum age and health requirements specified for scuba diving in Pondicherry. *[Refer general guidelines applicable to scuba diving [here](#)]*
  - c. The bookings for this experience are available only between months of January to May.
  - d. It is advisable that the Cardmember make their booking within four to six weeks of planned travel.
2. Scuba Diving Guidelines:
  - a. The Private Scuba Diving experience involves underwater activities, and participants must adhere to all instructions and guidelines provided by the dive instructor and staff.
  - b. Participants are required to complete a medical questionnaire and provide proof of scuba certification if applicable. *[Refer standard diver medical form published by PADI [here](#)]*
3. Experience Alterations:
  - a. The diving center reserves the right to alter or cancel the Experience in the event of unforeseen circumstances, including but not limited to, adverse weather conditions, safety concerns, or equipment issues.
  - b. In case of cancellation by the Experience operator, participants will be offered an alternative date by DreamSetGo or a full refund of MR points by American Express within 60 days.
4. Health and Safety:
  - a. Participants are responsible for their own health and safety during the Experience.
  - b. Participants with pre-existing medical conditions, allergies, or physical limitations must inform the diving center in advance and may be required to provide a medical clearance from a physician.
  - c. Participants must adhere to all safety instructions provided by the diving instructor and staff, including dive depth and time limits.
5. Liability and Disclaimers:
  - a. The diving center, American Express and DreamSetGo will not be held liable for any loss, injury, illness, damage, or inconvenience suffered during the Experience.
  - b. Participants acknowledge that scuba diving carries inherent risks, and they join the Experience at their own risk. Participants agree not to pursue any action or claim against DreamSetGo and/or American Express nor hold DreamSetGo and/or American Express liable for any losses, harm and/or damages suffered in relation to and/or during the experience. In agreeing to participate

in this experience, participants agree to be bound by the terms and conditions of the diving center operator.

- c. The diving center shall not be responsible for any loss or damage to personal belongings brought during the experience.
6. Media and Photography:
    - a. Participants may take underwater photographs and videos for personal use during the experience, subject to guidelines provided by the dive instructor.
    - b. Participants must respect marine life and the environment and avoid any behavior that could harm the underwater ecosystem.
  7. Equipment:
    - a. The diving center will provide the necessary scuba diving equipment, and participants must use it responsibly.
    - b. Participants will be responsible for any loss or damage to the provided equipment caused by their misuse or negligence.
  8. Certification:
    - a. Participants must have the required scuba diving certification if specified for the experience. Those without certification may be required to undergo a Discover Scuba Diving (DSD) program or similar introductory course.
    - b. If Cardmembers don't have the required scuba diving certification, there is an introductory course which is a part of the experience package which they have to take.

**Other Terms & Conditions:**

- Post redemption you will receive the voucher code on Amex registered email-id
- Please follow these steps to redeem the experience voucher:
  1. To avail this experience please visit: <https://dreamsetgo.com/sports-travel/amex-rewards/packages>
  2. Select the experience and enter voucher code received on registered email-id
- The above experience is inclusive of taxes and covers one person only.
- The above experience doesn't include any travel or stay.
- This experience cannot be clubbed with other experiences.
- Queries with DreamSetGo can be raised up to 48 hours before the claiming the experience.
- The cardmembers will receive an email notification from DreamSetGo after completing the redemption. A member from DreamSetGo team will connect with the members within 7 working days upon redemption to complete booking formalities.
- The voucher will be valid for CMs for one year from date of issuance. For example, a CM takes the voucher in Jan 2024 - he should be able to use it till Jan 2025.
- DreamSetGo's Point of Contacts (POCs) –
  - Parizad Udwardia (Primary Contact) [parizad.udwardia@dreamsetgo.com](mailto:parizad.udwardia@dreamsetgo.com) & Contact Number +919820195674
  - Aman Varindani [aman@dreamsetgo.com](mailto:aman@dreamsetgo.com) & Contact Number +919820029592
  - Karishma Bhabha ([Karishma.bhabha@dreamsetgo.com](mailto:Karishma.bhabha@dreamsetgo.com))

Contact timings are 10 AM to 5PM on business days

- The standard [terms & conditions](#) of DreamSetGo will be applicable to all bookings.

**REFUND POLICY:**

- **There is no refund policy. No refund of Membership Rewards or the equivalent cash amount will be done by American Express, incase, the cardmember does not utilize their voucher/experience for any reason.**
- In case of cancellation by the dive operator due to any unforeseen circumstances, participants will be offered an alternative date.

**Escalation Points:**

Contact Level	Time from receipt of customer request	Contact Number + Email	Committed TAT for DreamSetGo to respond to Cardmember/ American Express
Level 1	Immediate to 24 hours	+919820195674, <a href="mailto:parizad.udwadia@dreamsetgo.com">parizad.udwadia@dreamsetgo.com</a>	24 hours
Level 2	24-48 hours	+919820029592, aman@dreamsetgo.com	24 hours
Level 3	>48 hours	+918928331729, <a href="mailto:karishma.bhabha@dreamsetgo.com">karishma.bhabha@dreamsetgo.com</a>	48 hours