



Divas in Paradise

Terms and Conditions

Divas in Paradise (DIP) is a brand housed, managed and operated by the tour operator V2 Volunteer & Vacation Ltd.

Your details

In order for us to confirm your travel arrangements you must provide all the requested details, documents and payments. Your booking cannot be confirmed without provision of these details, documents and payments.

Age and health requirements

A minimum age of 18 applies to all DIP experiences. Whilst we have no maximum age policy, we remind you that all DIP experiences can be physically demanding.

It is your responsibility to ensure that you obtain proper and detailed medical advice prior to your departure date taking into account the latest health requirement recommendations for your destination. Where you do not do so and are not allowed to enter the country or suffer personal injury or death as a result, we have no liability to you for any cost, loss or damage which you suffer nor will we refund you the cost of any portion of your travel arrangements.

Payments and deposit requirements

In order to confirm the booking, you are required to pay a non-refundable deposit. Upon receipt of the deposit, we will confirm your booking as promptly as possible. We will issue you with an invoice for the remaining balance. This payment is due no later than the date stated on your invoice or email correspondence prior to your departure. If it is not paid on or before this date, we reserve the right to treat your booking as cancelled.

If your booking is made within 2 months days of the departure date, then the full amount is payable at the time of booking.

Cancellation by the participant

A cancellation will only be effective when we receive written confirmation of such cancellation.

If you cancel part or all your booking, either a full or partial refund of the cost of the trip will be available as described below, depending on the amount of notice given:

Cancellation up to 5 months prior to departure date	100% refund / minus deposit, processing fees and bank charges
Cancellation up to 3 months prior to departure date	50% refund / minus deposit, processing fees and bank charges
Cancellation less than 3 months or less prior to departure date	No refund.

If you leave a DIP experience for any reason after it has commenced, we are not obliged to offer any refunds.

Cancellation by Divas in Paradise

We may cancel a trip for any reason at any time up to 4 weeks before departure. We may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability, pandemics or other events beyond our control, it is not viable for us to operate the planned itinerary. If we cancel your trip, you may elect to transfer to an alternate departure date (and any payments already made towards the cost of the original trip may be used towards such an alternative) or alternatively receive a refund (minus processing fees and bank charges). In circumstances where cancellation is due to events outside our control, any refund will be reduced by any costs incurred by us. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including, but not limited to, visas, vaccinations, travel insurance excess or non-refundable flights.

Force Majeure

Divas in Paradise has no liability for any lack of performance, unavailability or failure of the services or its website, or for any failure of DIP to comply with these Terms and Conditions, where the same arises from any cause reasonably beyond the control of DIP.

Amendments to your booking

If you wish to transfer from one DIP experience to another or to transfer your booking to a third party, you must notify us at least 4 weeks prior to the proposed departure date. Transfers to a third party are only permitted where the transferee meets all the requirements in relation to the trip.

Amendments to any other arrangements made in conjunction with your trip will incur a £60 administration fee per booking per change. This administration fee is in addition to any charges levied by accommodation and ground operations for which you will also be responsible.

No amendments may be made to your booking within 10 days of the departure date.

What is included in the price

Accommodation

Trips, excursions and experiences organised by DIP

Airport pick up

Passports and visas

You must carry a valid passport during the trip, which must also be valid for six months beyond the duration of the DIP experience. Prior to departure, you must have obtained all the appropriate visas, permits and certificates for your destination as applicable to you.

We are not responsible if you are refused entry to the country because you lack the correct passport, visa or other travel documentation.

Travel insurance

Travel insurance is compulsory for all DIP experiences and should be taken out once we have confirmed your booking. Your travel insurance must provide cover against personal injury, death, medical expenses and emergency repatriation. We also strongly recommend it covers cancellation, curtailment, personal liability and loss of luggage and personal effects. You must provide proof of your travel insurance and failure to do so may result in the cancellation of your DIP experience.

Flexibility

The nature of this type of travel requires considerable flexibility and you should allow for the possibility that aspects of the trip may vary from the description given. The itinerary provided for each DIP experience is representative of the types of activities contemplated but the route, schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events.

Change of itinerary

While we endeavour to operate all DIP experiences as described, we reserve the right to change the DIP experience itinerary. You will be notified of any major changes to the DIP experience itinerary as soon as possible. The definition of a major change is a change affecting at least one day in five of the itinerary. We reserve the right to change the itinerary after departure due to local circumstances or events outside of our control.

Authority on the DIP experience

All DIP experiences have a group leader whose decision on matters that affect the safety or well being of any person participating in the DIP experience is final. If you fail to comply with a decision made by a group leader or interfere with the wellbeing or mobility of the group, the group leader may direct you to leave the DIP experience with no right of refund. You must at all times comply with the laws, regulations, customs and foreign exchange rules of any country which you visit during your DIP experience.

Drug and Alcohol Use

All participants must abide by the rules put in place by the accommodation provider, local tour guide or attraction in regards to alcohol consumption. Drug use (unless prescribed by a doctor) is strictly prohibited and will result in instant dismissal from the DIP experience with no refund.

Acceptance of risk

You acknowledge that the nature of your trip is adventurous, and participation involves a degree of personal risk. You will be visiting places where the political, cultural and geographical attributes present dangers and physical challenges different to those present in your home country. We use information from government foreign departments and reports from our own contacts in assessing whether the itinerary should operate. However, it is also your own responsibility to acquaint yourself with all possible relevant travel information and the nature of your itinerary. Your decision to travel should be made in consideration of this information and the personal risks attendant upon such travel.

Limitation of Liability

We contract and partner with a network of companies, and individuals to assist in the running of our trips as agents. We are not responsible for the acts or omissions of these third parties.

To the fullest extent permitted by law:

- - we do not accept liability for any loss, death, injury or damage which you may suffer (directly or indirectly) in connection with or arising out of your participation in a trip or any breach of the booking conditions;
- - you release us and our employees, agents and representatives from any liability and expressly waive any claims you may have against us arising out of or in connection with your participation in a trip;
- - any condition or warranty which would otherwise be implied by law into your booking (an "Implied Warranty") is excluded;
- - to the extent an Implied Warranty cannot be excluded, our liability in respect of such Implied Warranty is limited to: (i) the provision of a similar trip of an equivalent value; or (ii) a refund of the total amount received by us from you in connection with your booking, in either case in our absolute discretion.
- - we do not accept liability for indirect or consequential loss, loss of profits or economic loss however it arises, or for indirect, special, punitive or exemplary damages.

Optional activities

Optional activities not included in the DIP experience price are not part of the DIP experience. Optional activities may include those organised by fellow travellers or those recommended by DIP. You accept that any assistance given to you in choosing any optional activity does not render us liable for such activity in any way.

Claims and complaints

If you have a complaint about your DIP Experience please inform your group leader at the time to allow them to attempt to rectify the matter. If it is not possible to resolve the matter through these means, then any further complaint should be made in writing to the DIP head office. We will make every reasonable effort to resolve the matter.

Please note that standards in developing countries may not be the same as those you are accustomed to. We do our best to prepare you for all aspects of your DIP Experience. You will not be entitled to a refund solely on the basis that any standards do not meet your expectations.

Privacy policy

Any personal information that we collect is protected under the Data Protection Act 1998. We disclose only the information necessary to arrange your DIP experience.

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