

# Pennyroyal Scuba Center Inc. BSR

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## Reservation & Cancellation Policy

Anytime other than posted hours, the resort will be closed. During these hours, divers may reserve a time to dive. Anyone wanting to dive during the winter season MUST have reservations. Divers may reserve days during the week during our spring and fall seasons. There shall be no less than (4) four divers to make the reservations. Divers wishing to make reservations will be required to have a valid credit card, and must make the deposit of \$80.00 (the total of 4 divers admission). Divers must be informed that if they do not show up they will be charged for the reservation. If less than 4 divers arrive, the remainder shall be charged to the credit card. Divers that make a reservation and all in the group show up, may take care of their entry themselves and not be charged to the deposit card. (in short if you make a reservation you pay for the reservation if you don't show up.) Staff members are required when making a reservation to verify the date, number of divers, credit card for deposit. Inform the divers of the cancellation policy.

Staff Procedure for Making a Reservation.

1. Name of Diver Making Reservation & Contact Number.
2. Number of divers in group
3. Date Divers want to reserve
4. Credit Card Deposit of \$80.00 (Will hold until reserved date)
5. Repeat reservation back for verification.
6. Notify of the cancellation policy.

## Cancellation Policy

Any cancellation must be made at least 48 hours in advance of reserved date. Refund of deposit will be refunded if cancelled outside the 48 hour window. Cancellation inside the 48 hour window will be non refundable and the diver will lose their deposit.

This policy shall be in effect and remain in effect until revoked by management 11/20/2010