



GENERAL POLICIES OF GROUP BOOKINGS



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Welcome

Thank you for choosing **Valentina Liveboard!**

Our commitment is to offer safe, memorable diving expeditions operated with the highest standards of quality, professionalism and hospitality.

These ***Terms and Conditions*** set out the general policies applicable to all bookings made with Valentina Liveboard.

The specific conditions of each trip, including fares, payment schedule, promotions, exchange rate, contracted services and any particular conditions, will be indicated in the corresponding Booking Confirmation.

In the event of any difference between these Terms and Conditions and the Booking Confirmation, the specific conditions set out in the Booking Confirmation for such booking shall prevail.

1. SCOPE OF APPLICATION

These **Group Booking Policies** apply to all **Group Bookings** made with **Valentina Liveboard**.

A Group Reservation **is considered to be** any reservation of ten (10) or more passengers organized by the same organizer, travel agency, diving club, company or representative, regardless of whether the payment is made by a single person or individually by the participants.

These policies complement **Valentina Liveboard's General Booking Policies and Terms and Conditions**. In all those aspects not provided for in this document, the General Policies will be applicable.

2. BOOKING CONFIRMATION

A **Group Booking** will be deemed confirmed only when the following requirements have been met:

- Receipt of the corresponding deposit within the period indicated in the quotation, which, unless otherwise established in writing, will be **seven (7) calendar days** from the issuance of the quotation.
- Receipt of the duly signed reservation contract, when applicable.
- Written confirmation issued by **Valentina Liveboard**.

As long as these requirements have not been met, the reservation will be considered **provisional** and the availability of spaces cannot be guaranteed.

In case the deposit is not received within the established period, **Valentina Liveaboard may release the reserved spaces and accept other reservations without the need for additional notification.**

3. DEPOSIT

To confirm a **Group Booking**, it will be necessary to make the deposit indicated in the corresponding quote or contract, within the period established for this purpose.

In the case of the **Half Charter** and **Full Charter** modalities, a deposit of **USD \$5,000.00** will be required, which must be received within the period indicated to confirm the reservation.

The deposit will be applied to the total amount of the reservation and constitutes a commitment of the reserved capacity, allowing **Valentina Liveaboard** to remove these spaces from its inventory and keep them exclusively for the group during the period of validity of the reservation.

The reservation will not be considered confirmed until the deposit has been received and **Valentina Liveaboard** has issued the corresponding written confirmation.

Any cancellation, refund or penalty related to the deposit will be governed by **Valentina Liveaboard's Cancellation Schedule and General Cancellation Policies and Terms and Conditions.**

4. PAYMENTS

The total amount of the reservation must be **paid in full no later than ninety (90) calendar days before the departure date**, unless a different period is established in writing.

Partial payments and their respective due dates will be established in the **Payment Schedule** issued by Valentina Liveaboard at the time of booking confirmation.

In case a payment is not received by the established date, **Valentina Liveaboard will send one or more reminders to the group organizer or the agency responsible for the reservation.** If after **fifteen (15) calendar days from the first reminder the corresponding payment or communication has not been received from the organizer or the agency, Valentina Liveaboard may cancel the reservation, release the reserved spaces and apply the corresponding penalties**, in accordance with these Policies for Group Reservations and the General Cancellation Policies and Terms and Conditions. *As long as there is communication and a reasonable commitment to pay, Valentina Liveaboard may grant an extension, at its sole discretion.*

5. CANCELLATION OF THE RESERVATION

Any cancellation request must be submitted in writing by the group organizer or the agency responsible for the reservation.

The cancellation will be considered effective only once it has been received and confirmed in writing by **Valentina Liveaboard**.

The confirmation deposit is non-refundable in all cases. Additional penalties will be calculated on the total value of cancelled slots, according to the following schedule:

DEPARTURE ANTICIPATION	CANCELLATION FEE
12 months or more before the scheduled trip date	No penalty. The initial deposit is non-refundable.
From 12 months to 181 days before the scheduled trip date	25% of the total value of the trip
From 180 to 91 days before the scheduled trip date	50% of the total value of the trip
90 days or less before the scheduled trip date	No refunds for cancellations

** The confirmation deposit is non-refundable.*

6. PASSENGER REDUCTION

Requests to reduce the number of passengers must be submitted in writing by the group organizer or the agency responsible for the reservation.

Passenger reductions requested up to one hundred and eighty (180) calendar days prior to the departure date may be made without penalty. Any applicable commercial benefits, discounts, courtesy spaces (FOC), or special conditions may be recalculated based on the updated number of confirmed passengers.

Passenger reductions requested less than one hundred and eighty (180) calendar days prior to departure will be treated as cancellations, and the corresponding cancellation penalties will apply to the cancelled spaces, in accordance with the Cancellation Schedule.

For Half Charter, Full Charter, or any booking based on a minimum number of passengers, the minimum contracted amount will remain unchanged unless otherwise authorized in writing by Valentina Liveaboard.

7. CHANGES TO THE RESERVATION

Change requests must be submitted in writing by the group organizer or the agency responsible for the reservation.

Changes to dates, passenger names, cabin layouts or any other modifications will be subject to availability and the written approval of **Valentina Liveaboard**.

Changes may generate fare differences, modifications in the commercial benefits granted or additional charges, which must be covered by the organizer of the group before confirmation.

Requests submitted outside the deadlines established in the **General Reservation Policies** may be evaluated on an exceptional basis by **Valentina Liveaboard**, without this constituting an obligation to accept the request.

8. COMMERCIAL TERMS AND BENEFITS

Rates, discounts, courtesy spaces (FOC), **Half Charter rates**, **Full Charter** and any other commercial benefit will be applicable only under the conditions established in the corresponding **Quote**, **Contract** or **Booking Confirmation**.

These benefits are granted based on the number of confirmed passengers and may be modified or cancelled when the conditions of the reservation change.

Unless expressly authorized in writing by **Valentina Liveaboard**, commercial benefits are not cumulative and may not be applied retroactively.

9. PREVALENCE OF DOCUMENTS

In the event of any difference between these **Group Booking Policies**, the **General Booking Policies**, the **Quote**, the **Contract** or the **Booking Confirmation**, the specific conditions set out in the **Booking Confirmation** or the **Contract**, as applicable, shall prevail.

These Policies supplement **Valentina Liveaboard's General Reservation Policies**. In all matters not expressly regulated in this document, the provisions contained in the General Policies shall apply.

10. UNFORESEEN CASES

Any situation not covered by these **Group Booking Policies** will be assessed by **Valentina Liveaboard** on an individual basis, taking into account the particular circumstances of the booking, availability and operational feasibility.

The evaluation or authorization of an exception will not constitute precedent or obligate **Valentina Liveaboard** to grant the same treatment in future reservations.

11. ACCEPTANCE OF POLICIES

The signing of the **Contract**, the issuance of the **Booking Confirmation** or the payment of the corresponding deposit imply the acceptance of these **Group Booking Policies**, as well as the **General Booking Policies of Valentina Liveaboard**.

The group organizer or the responsible agency declares that it has the necessary authorization to act on behalf of the passengers included in the reservation and will be responsible for communicating to them the conditions applicable to the trip.

12. CONTACT US

If you have any questions, require additional information, or would like to discuss any special requests regarding your reservation, please don't hesitate to contact us.

Our team will be happy to assist you and, whenever possible, work with you to find the best solution for your needs.

Email: lbvalentina@funbaja.com

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