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## Booking 402424-280232

<b>CUSTOMER NAME:</b>	ANNIE BONOMO
<b>PORT:</b>	COZUMEL, MEXICO
<b>EXCURSION NAME:</b>	S2165 COZUMEL CHANKANAAB NATIONAL MARINE PARK SCUBA DIVING EXCURSION - STATUES, REEF, AND CAVE DIVING (Chankanaab Diving)
<b>CRUISE LINE:</b>	AZAMARA CRUISES
<b>CRUISE SHIP:</b>	AZAMARA JOURNEY
<b>EXCURSION DATE:</b>	DEC/21/2016
<b>TOUR MEETING TIME:</b>	15 MINUTES BEFORE DEPARTURE TIME
<b>DEPARTURE (LOCAL PORT TIME):</b>	At leisure from 09:00 AM to 04:00 PM.
<b>PER SCUBA DIVER:</b>	5
<b>GENERAL PAYMENT DETAILS (USD):</b>	
	SUB TOTAL \$ 274.95
	TAX \$ 0.00
	DISCOUNT \$ 0.00
	<b>GRAND TOTAL \$ 274.95</b>
<b>DEPOSIT AND BALANCE DETAILS (USD):</b>	
	DEPOSIT PAID \$ 74.95
	<b>BALANCE DUE \$ 200.00</b>

### ⚠ MEETING TIME OBSERVATIONS:

Please take note that all meetings times used on the ShoreExcursioneer website and on this document are based on your port's of call local time. Some ships/cruise lines do not adjust to local port time and may remain on homeport's local time throughout their cruise. You may ask your ship's shore excursion department or purser about local port times or/and visit [www.worldtimeserver.com](http://www.worldtimeserver.com) for additional information

**BALANCE PAYMENT OPTIONS:** Balance may be paid upon arrival at the excursion meeting location in cash (USD), or credit card (Visa or MasterCard - no additional charges apply). The operator accepts cash payments in local currency according to their exchange rate.

### MEETING INSTRUCTIONS:

Please take a taxi to Chankanaab Park. The rate ranges between 12-16 USD for up to 4 passengers. Taxi cost is not included. Upon arrival to the main lobby please ask for the "MJ'S Dive shop staff" at the reception/entrance booth. **Other meeting information:**

**ASSISTANCE:** If you have trouble finding the meeting location, please call our local operator "Mike" at: +(52)987-112-2875 (local cell phone) or our Shore Excursioneer customer service number: 1-866-317-2999 (toll-free from US & CA) or local emergency hotline number +(52)-987-869-1662 (MX).

**RESTRICTIONS:** SCUBA Dive Certification is NOT required for this Cozumel Chankanaab National Marine Park SCUBA Diving Excursion - Statues, Reef, and Cave Diving. All SCUBA Diving restrictions are recommended by PADI or NAUI. The minimum age for scuba diving is 12 years old. Your last SCUBA dive must have been within the last 2 years to enter the cave.

This Cozumel Chankanaab National Marine Park SCUBA Diving Excursion - Statues, Reef, and Cave Diving may involve risks. We suggest you check with your elected person of choice to see if these possible risks might affect you.

**SPECIAL NOTES:** We suggest you bring your swimsuit, towel, sun protection (bio-degradable), cash for transportation and additional purchases from shops, change of clothing, etc. Chankanaab Park Cozumel is open Monday to Saturday from 8:00 AM to 4:00 PM. Please download and print the following PADI SCUBA Dive Medical Statement (PDF document) and complete it before participation. It is required that you bring this completed form and any other required notes or paperwork. This excursion is available for beginners, it is not necessary to have a Dive Certification. Only those that are SCUBA-certified will be allowed into the cave. Please pay attention to the restrictions and requirements for this excursion, no refund will be granted if the requirements are not met. Marine park fee \$6 per person not included, this must be paid upon arrival. The entrance rate to Chankanaab is \$26.00 per person (may be subject to change without prior notice). Please bring cash! This gives you access to parking, bathrooms, dressing rooms, showers, hammocks, beach chairs, life vests, underwater statues, an inlet swimming area, prehispanic replicas, a tropical garden, a tequila experience, agave landscape, Mayan hut and playground for kids. There are also other activities on site available to purchase such as diving, snuba, manatee swimming, dolphin encounters, temazcal and natural spa. There are also beach cabañas and lockers for rent.

**ISSUES DURING/WITH YOUR SHORE EXCURSION:** If your excursion does not reflect the description of SEE or in case of a complaint, the issue must be addressed/resolved with the local operator while you are on site. Shore Excursioner may not be held responsible after the fact.

#### **CANCELLATION POLICY:**

For the COZUMEL CHANKANAAB NATIONAL MARINE PARK SCUBA DIVING EXCURSION - STATUES, REEF, AND CAVE DIVING, we issue full refund for your deposit or full payment to us if:- You want to cancel at any time, for any reason, before or after your arrival. Simply contact us via email [reservations@shoreexcursioner.com](mailto:reservations@shoreexcursioner.com) within 14 days of your missed excursion date for a deposit refund. - Your ship arrives into port late and you cannot make it in time to the meeting location. - Your ship misses/skips the port. - Weather conditions or equipment failure prevents the operator to run the excursion. - A medical problem prevents you from safely participating in the excursion (we will verify with the tour operator or guest may send doctor's note). - Cancellations that do not comply with the above may not be subject to refund. Guests must notify us within 14 days after their excursion date via email for requesting a refund of booking payment made to Shore Excursioner. - Refunds may be subject to a service charge fee as determined by the payment processor, please refer to Terms and Conditions for more information.

# General Notes / Terms and Conditions

All shore excursions offered by Shore Excursioneer (herein defined as SEE) are based on good faith and trust between SEE staff, vendor and client.

Descriptions of excursions published by SEE are elaborated either directly by the vendor of SEE. If elaborated by SEE, authorization of the vendor was required prior to publishing. If your excursion does not reflect the description of SEE or in case of a complaint, the issue must be addressed/resolved with the local operator while you are on site. SEE may not be held responsible after the fact. For possible changes to a tour itinerary, vehicle, time, etc., please read below.

When purchasing an excursion, SEE will try to revise all booking related details of your ship's arrival date, arrival time, departure time, etc. Nevertheless, it is the client's responsibility to make sure all booking details are in accordance with the client's ship's itinerary and schedule, including the possible difference between the ship's time and local time of the respective port of call. For more information about the local time of your port of call, please visit [www.worldtimeserver.com](http://www.worldtimeserver.com). SEE is not responsible for the information, advertisement or privacy policy provided by [www.worldtimeserver.com](http://www.worldtimeserver.com), however, we consider this a safe and reliable source of information about local times.

If you have questions about the meeting times, local times, meeting locations, etc., you must contact SEE before your cruise sailing departure. If your cruise ship makes a change to its itinerary or schedule in port, please try to contact SEE immediately, we will try to re-accommodate your excursion or/and departure time.

Client's bookings may not be confirmed until agreement to the statements above and agreement to these terms and conditions. Client's booking may not be confirmed until vendor confirms availability. Once availability is confirmed you will receive your electronic ticket by email as provided during the booking process.

If your cruise ship does not visit the port of call or makes other changes that do not allow you to attend the booked excursion, SEE will guarantee a full refund. All changes must be communicated to SEE as soon as possible, no later than 14 working days after your booked excursion date. Please do NOT open a dispute or claim with PayPal for a simple refund process as you may be charged up to \$80.00 in fees, it is much better to just contact us and we take care of you.

SEE reserves the right to make changes to any of the published excursions without prior notice. These may be due to changes required by the vendor or quality or safety improvements. Some excursion pictures shown on our websites may be for informational purposes only and do not apply to a certain excursion.

Vendor reserves the right to make changes to itinerary, content, timing, etc., of the excursion at any time. Please keep in mind that these changes may be due to safety concerns due to weather, client's condition, change in timings, etc., and will be made with having your safety and well being in mind. Any and all of those changes if agreed or if changes take place during the excursion, possible refunds must be negotiated with the local operator. SEE does not provide any refund in this situation.

It is possible that vendor needs to make a change regarding equipment/vehicle availability, failure, etc. In this case please do not take the excursion if you do not agree to the change, otherwise, if you participate in the excursion, no refund will be granted. Any issues in this regards needs to be communicated to SEE as soon as possible and no later than 14 days after your excursion date.

If vendor decides to cancel the excursion due to weather conditions or similar, full refund is granted to client. Client must contact SEE within 14 working days of the excursion in order to qualify for a possible refund. If participants decides not to participate in an excursion or to abandon an excursion due to weather conditions, no refund will be granted.

If client fails to show up at the designated meeting location and time, no refund will be granted. If client decides to abandon the tour at a certain time, no refund will be granted and client is responsible for its own transportation back to the ship or next tour location, at client's expense.

In regards to a deposit or full payment refund for a client with a medical issue that prevents them from participating safely, the client must be present for the excursion and the operator determines the client may not participate - ears unable to clear for diving, body too large to fit into equipment, etc. The client must notify SEE within 14 business days after their excursion date to request a refund. SEE will verify the medical issue with the tour operator. The client may also email SEE a copy of a note from the ship's doctor due to illness.

SEE is responsible to grant refund (minus the below-specified processing fees) if a certain excursion is canceled prior to the time specified in the excursion specific cancellation policy. Additional charges may apply if canceled later than the indicated time-frame as vendors have limited capacity and will not be able to fill your space after this time. All cancellations, partial cancellations, and refunds made after 55 days of booking are subject to a

PayPal processing fee of approximately 3.5% to 5% (applied to online booking payment only) as determined and automatically applied by PayPal. Cancellations made within the 55 days time frame of booking are not subject to any fees.

All cancellations must be sent by email to [reservations@shoreexcursioneer.com](mailto:reservations@shoreexcursioneer.com), using the same email registered during the booking process.

Chargebacks that are decided in favor of SEE may be subject to an administration processing fee of \$50.00, charged to the client's credit card (unauthorized charge-back).

Any promotions or coupon discounts published or offered are not valid with other promotions.

Please take note that the ship's staff, agents or managers are not authorized to change or cancel any excursion booked with SEE. SEE's excursions are independent of the cruise ship excursions and if one or more, or similar excursions are canceled by the ship it does not mean that SEE's excursion is canceled. You will be required to meet the vendor at the agreed excursion meeting location to see if your excursion is canceled.

Refunds can only be processed if a valid credit card or bank account is linked to the PayPal account.

Any group rates provided by SEE are based on the amount of participants of the quote, no refunds will be available if less than the amount of participants agreed to participate in the excursion. If part of a group cancels and a discount was applied to a specific number of group members, the discount will be lost and deducted from the refunded cancellations.

If one or more participants in your party have limited mobility conditions, please let us know so we can try to make the necessary arrangements for participation. If SEE is not informed of any of these or similar conditions, we cannot guarantee participation or satisfaction and therefore do not grant any refund.

Each client is responsible to verify the excursion's minimum age requirement, restrictions, etc. If one or more of these requirements or restrictions are not fulfilled, no refund will be granted if participation is denied on-site by vendor. These conditions and restrictions are designed for your safety and well being and in many times are part of local legal and/or insurance and/or certification or similar requirements.

SEE is acting as a booking agent and therefore is not responsible for any loss, damage, injury, costs or delays resulting from your use of tour services. If any of the above issues occurred on your excursion you will be required to contact your excursion vendor for any responsibility or claim issues. Although we intend to only offer safe excursions provided by professional vendors, any accident or loss of belongings may occur. We recommend following the vendor's rules, regulations, and recommendations. Any lost belongings are sometimes difficult to retrieve after your excursion; we recommend checking after each excursion location and excursion for your belongings. Vendor reserves the right to apply charges for any excursion equipment lost or damaged if rules, regulations or recommendations are not properly followed. For any of these issues, SEE will refer directly to vendor for follow up.

Prices shown on SEE website are in United States Dollars. If purchased in another currency, SEE is not responsible for the currency exchange rate applied by the payment processing company or companies. SEE reserves the right to change the price of an excursion at any time. Any bookings processed/confirmed before a price change will be respected their price at the time of booking with the exception of third-party service provider price increases to a local operator. SEE reserves the right to eliminate saved shopping cart items (not paid excursions), in case of price increase.

The client has read these terms and conditions and agrees with them.

Shore Excursioneer Team  
Av. 30 X Calle 12, Edificio Turquesa  
Oficina No. 5, 6, 7  
Cozumel, 77600  
Quintana Roo, Mexico  
Toll Free: 1-866-317-2999  
Local 1: (+52)-987-869-1662  
Local 2: (+52)-987-120-5999  
[reservations@shoreexcursioneer.com](mailto:reservations@shoreexcursioneer.com)  
[www.shoreexcursioneer.com](http://www.shoreexcursioneer.com)