

Online Booking Terms & Conditions

By contracting a service offered by Universe EMLU, the customer accepts these general conditions of sale and declares to have read the contraindications to scuba diving or snorkeling and to be suitable for its practice. To confirm your booking, you need to pay 100% of the PADI E-learning course + 50% of the practice and the balance will be paid the first day, by cash or credit card with 4% commission.

In case of cancellation, those conditions will apply:

If the Cancellation is made by Universe EMLU

In the event that our diving center is unable to carry out the reserved activity, for example due to unfavorable weather conditions or due to technical reasons, we will defer this activity.

If you are unable to take part in this activity, we will refund 100% of your deposit for the practice.

PADI E Learning course will still be valid and you will be able to follow the practice on any other PADI safety training centers around the world with no validity date.

If the Cancellation is made by the client for shared activities

96 hours before your training*: We will refund your 50% practice deposit (no penalty).

48 hours before your training *: We will keep your 50% practice deposit (50% penalty).

24 hours before your training *: We will keep your 50% practice deposit and charge 30% of the balance (80% penalty).

Less than 24 hours before your training *: We will keep your 50% practice deposit and charge the full balance of the total invoice (100% penalty).

Any activity booked and started cannot give rise to any refund, if the cancellation is due to the customer such as personal convenience, ear problem, stress or any other reason whatsoever but Universe EMLU reserves his right to accept the postponement of the service to other possible dates depending on the reservation schedule.

*Training means the booking you have made and the time you supposed to arrive at the training center.

The applicable law is Mauritian law.

In the event of a difficulty relating to the interpretation and/or application of these general conditions of sale, the parties will try as far as possible to resolve their dispute amicably. In the event of failure of these attempts, any disputes to which these presents may give rise must be brought before the competent courts falling within the jurisdiction of the Court of Port Louis.