



RESERVATION & TRAVEL POLICIES

PAYMENTS: A \$100.00 per person deposit is due within seven (7) days of reservation. Final balance the weeks of Christmas and New Year's is due forty five (45) days prior to arrival. All other periods, thirty (30) days prior to arrival date.

FORMS OF PAYMENT: All payments must be made in US currency. Checks drawn on US banks payable to **Travel Resource Solutions** should be mailed to:

Travel Resource Solutions
Att: Dive Provo
P.O. Box 14486
Ft Lauderdale, FL 33302

We reserve the right to electronically debit your account if a check comes back dishonored, plus a \$25.00 processing fee and applicable tax. The use of a check is your acceptance of this agreement and its terms. If wiring payment, the sender must pay for any bank transfer fees.

We also accept payment by MasterCard and Visa. If you are paying your deposit by credit card, your card will be automatically charged for final payment on the due date. **Please note that credit card charges will come through in the name of "TRC Travel Center or Agent Fee TRC Travel" depending in the type of credit card used.**

HOTEL & DIVING CANCELLATION POLICY: During the weeks of Christmas and New Year's, cancellations must be made 46 days or more prior to arrival to receive a full refund. Cancellations 45 days or less of arrival, no-shows, unused dives and/or package features due to premature departure: **No refunds. Full payment is forfeit.** For all other travel periods, cancellations made 31 days or more prior to arrival will receive a full refund. Cancellations 30 days or less of arrival, no-shows, unused dives and/or package features due to premature departure: **No refunds. Full payment is forfeit.**

DIVING ONLY CANCELLATION POLICY: Cancellations made 7 days or more prior to the first scheduled dive day will receive a full refund. Cancellations and/or changes in reservations 3-7 days out will be charged a \$25.00 per person administration fee. Cancellations received within 3 days (72 hours) are non-refundable and non-transferrable. No-shows are non-refundable.

GROUP RESERVATIONS: Special deposit, payment and cancellation policies apply. Please inquire.

NON-USAGE OF PACKAGE INCLUSIONS: Once on island all dive packages are non-refundable and non-transferable. Every effort will be made by Dive Provo to accommodate requested changes when possible. No refunds or credits will be awarded for any unused portions of package. We encourage all guests to purchase trip insurance!

PLEASE ENSURE WE HAVE YOUR PROVO HOTEL INFORMATION: If you have booked a hotel stay at a Grace Bay area hotel independently, please be sure to provide us with this information in advance, so that we can schedule for your 8:00 am transport to the dive shop.



TO ENTER THE TURKS AND CAICOS ISLANDS: All visitors to Provo, regardless of age, must present a valid Passport and onward or return flight ticket before entering the country. No visas are necessary except from countries of the former Eastern Bloc. You are advised to contact the nearest British Consulate Office for visa applications.

TRAVELING WITH MINOR CHILDREN: Some countries require the parent(s) of minor children (under 16) to present copies of documents associated with the child's Passport Application in addition to the Passport itself. To prevent any issues with immigration, it is recommended that parents travel with a copy of their child's birth certificate, and refer to <http://travel.state.gov/content/passports/english/passports/under-16.html> for any additional documentation requirements.

INSURANCE: We are not responsible for compensating or crediting any traveler for any loss incurred due to delays or cancellations. Trip interruption/cancellation insurance is your only protection. We highly recommend you purchase either Deluxe or Elite coverage from our trusted provider via this secure link: www.itravelinsured.com. We also encourage all divers to have [Dan Master Insurance](#) Plans.

PRE-TRIP PLANNING

PACKING CONSIDERATIONS: Pack light! Cool, casual, comfortable resort and leisure wear is acceptable everywhere. A light sweater may be welcome on some breezy evenings, especially in December, January and February. All of our partner properties rooms provide (at minimum) either full size or mini-refrigerators, coffeemakers, telephones, in-room safes, hairdryers and beach towels.

Airline luggage restrictions are constantly changing. **Be sure to check your airline's web site(s) for the most current information on baggage allowances and restrictions.** For most international flights, any luggage over 50 pounds will have a surcharge and you could potentially be told to remove something from the bag. In most cases luggage over 70 pounds will not be accepted. Domestic flights especially those booked independently of the international flight will most likely have other allowances and restrictions. Best advice is travel light!

In the unlikely event you arrive on Provo without your luggage, please make sure you have packed your "trip essentials" in your carry-on bag, such as a pair of shorts, bathing suit, dive mask, medicine, sunglasses or anything necessary to begin enjoying your stay from the moment you arrive.

FOOD & LIQUOR: If you intend to "dine in," there are modern grocery stores and several smaller convenience stores on Provo that carry a wide variety of products quite similar to what you might find at home, with the bonus of carrying traditional items from the UK. Liquor stores are also centrally located, but there is no alcohol sold **in stores** on Sundays. If you are arriving on a Sunday and want cocktails in your room, best to **purchase duty free** on your way in.

ELECTRICITY: The power is stable at 110 Volts/60 Cycle, which is the same voltage as in the United States. Visitors from European countries should bring converters.

DIVE GEAR RENTAL: We have a solid supply of gear available for rent should you choose not to bring your own. Gear rental is available at \$25.00 per day for an entire Scuba Pack.



TO DIVE: You will need to bring proof of certification. Unfortunately we are unable to accommodate divers without proof of certification, so please **DON'T FORGET YOUR CERTIFICATION CARD!** For divers doing their training dives, please bring your Referral Form or signed log book. **All the diving is wall diving** and due to the depths **we require the use of a dive computer.**

ADDITIONAL INSURED: Any active scuba instructor may conduct training on board *Dive Provo's* boats as long as they produce copies of their instructor insurance naming *Dive Provo* as an additional insured.

VACCINATIONS: No vaccinations or preventative medications are recommended for travel to Provo. Yellow fever and malaria are not a problem here. The Center for Disease Control in the US offers updates and advisories for travelers.

IMPORTANT INFORMATION – PLEASE TAKE THIS WITH YOU!

ARRIVING ON PROVO

UPON ARRIVAL ON PROVIDENCIALES (PROVO): **Slow down and relax!** When you come out of the airport you will see a traffic control person who will call up a taxi for you. The drivers know all the resorts and fares are fixed, so you are in good hands with any of the local island taxis.

Driving: A valid driver's license from a visitor's normal place of residence is suitable when renting vehicles. You must be 25 years of age. A government tax of \$10 U.S. is levied on all hired cars and \$5 U.S. on motor scooter rentals (Insurance is extra - about \$11 U.S. per day.) **Driving is on the left-hand side of the road.** Drive with care, especially at night as many natives walk or ride their bikes as a means of transportation. The island pace is slow so take your time and enjoy the scenery. Taxis are abundant throughout the Islands.

WHEN YOU ARRIVE AT YOUR HOTEL: **We ask that immediately after check in to your accommodations, you please call Dive Provo** to verify your next days diving plans. Shop hours are 8am-5pm. **Telephone 946-5040 (after hours please leave a message.)** If you arrive after shop hours, there will be a message left for you on your hotel phone advising you of your pick-up time the next morning. **Dive Provo** is located in Ports of Call adjacent to Comfort Suites.

DIVE REGISTRATION: Unless otherwise arranged, we will have scheduled your diving to start the day after your arrival, we will be picking you up at your hotel the morning after you arrive to bring you to the dive shop to register, and space will have been held on the boat for you. At this time we will ask that you re-confirm your entire stays diving schedule. For Ports of Call guests who have not checked in to the dive shop the night before, just come down to the shop at 8am. The boats leave at 8:30am and there will be enough time to get you checked in. **Please remember to bring your certification card or referral letter, your dive vouchers and a VISA, Master Card or American Express credit card.** The credit card is used as a security deposit on any rental equipment you require and to open a dive shop account for any incidental expenses you may incur. Please note any refunds which may be issued back to an American Express card for any reason will be charged a 5% service fee.

DIVE GEAR STORAGE: After each dive the staff takes care of all gear; cleaning it, storing it at day's end, then delivering it to the boat for the next day's outing.

LANGUAGE: English is the official language of the Turks and Caicos.



CURRENCY: The US dollar is the Island's legal currency.

CREDIT CARDS/TRAVELLERS' CHECKS: American Express, MasterCard and Visa are widely accepted in hotels and larger business establishments. Note: If using credit cards on island, please be aware that most credit-card companies are now adding an extra 2% to 5% fee on international transactions in addition to any currency-exchange commissions. Cash or travelers checks are recommended in smaller businesses. ATM machines are also available at the local banks.

TIPPING: There are no rules about tipping but it is customary to add 15% for good service. Some restaurants will add a 10% service charge to your bill, please check before automatically adding your tip. Your taxi is independently owned and operated by the driver. There is no rule about tipping taxis but it is generally given for personable service. Your driver can direct you to all the places and restaurants you will want to visit and an informative tour around the Islands is often offered. A service charge is included in your hotel bill, but not on your diving package. The dive staff work hard and really appreciate rewards for good service.

WEATHER: The average year-round temperature is 83F (28C). The hottest months are September and October, when temperatures can reach 90 to 95F (33 to 35C). The almost-constant easterly trade winds temper the heat and keep life comfortable. Visitors are advised to wear protective clothing and a sun hat, and use waterproof sunscreen when out in the tropical sun. A 3-mm shorty or full suit is recommended for diving.

TIME: Eastern Standard Time in the summer and Daylight Savings Time during the winter.

DRINKING WATER: As with many Caribbean Islands, fresh water is precious, however, there is piped water made by reverse osmosis from the Provo Water Company so the tap water is safe to drink; also bottled water is readily available.

INTERNET SERVICE: All of our partner properties provide wireless internet access with your laptop. There is also an Internet Café in the Ports of Call Shopping Centre near to the Dive Provo dive shop.

MEDICAL FACILITY/RECOMPRESSION CHAMBER: In case of medical problems on vacation there is a government clinic, staffed 24 hours, and also private health centers with doctors on call around the clock. An operational recompression chamber is located at the Menzies Medical Center.

EXIT REQUIREMENTS: If the departure tax has not been included in your airline ticket, a tax of \$30 per person is required for all persons 12 years of age and older.