

Terms & Conditions of Booking

Utila Centre for Marine Ecology (here after referred to as UCME) is a non-governmental organisation registered in Honduras, Central America.

The following conditions apply to all bookings for the UCME volunteer programme. By signing the application form you are entering into a contractual agreement with UCME and you agree to be bound by the following terms and conditions.

1. The information given on the UCME website or in printed materials is believed to be correct and any errors or omissions are deemed to be inadvertent.
2. UCME retains the right to refuse any application it deems unacceptable for any reason.
3. All arrangements concerning the services provided by UCME and its partners, including but not limited to Utila Dive Centre, are provided with the understanding that neither UCME nor any affiliated partner, agent, or employee will be held responsible in case of injury, loss, damage, expenses, claim, accident, delay or cancellation brought about by circumstances or reasons beyond the control of UCME.
4. It is the sole responsibility of the participant to ensure they are eligible for entry to Honduras. In the event the participant is refused a visa by the Authorities, the cancellation conditions in 5 will apply.
5. Cancellations must be in writing and sent by registered mail to the UCME UK Office. In the event UCME cancels a programme, the participant will receive a full refund. In the event the participant cancels their UCME booking, a refund will be paid as follows:

Cancellation received in the UCME UK Office in Surrey for all bookings...

- 70+ days before departure: full refund less deposit.
 - 33-70 days before departure: full refund less 50% of total programme fee
 - 15-32 days before departure: full refund less 75% of total programme fee
 - less than 15 days before departure: No refund
6. If it is necessary for the participant to postpone their programme, new departure dates must be reconfirmed within 12 months. Failure to do so will result in the booking being cancelled and any monies forfeited. A £35 administration fee will be charged. If programme prices increase by 5 % or more following a trip having been postponed the participant will be charged the additional fee.
 7. If the participant does not comply with the rules, regulations or directives of the UCME and its partner organizations as clearly described in the pre-departure briefing documents or specified by project staff, UCME reserve the right to release the participant from the programme with no refund.
 8. In the event a participant decides to discontinue his/her programme before it is due to end for any reason, there will be no refund.
 9. In the event the participant wishes to complain about any service provided by UCME, its suppliers or affiliates, they must first immediately inform UCME project staff in Honduras. In the event the participant cannot obtain a satisfactory solution to the problem they should put the complaint in writing to the Director of UCME who will do their best to rectify the problem. No complaint will be considered if the above procedure is not followed.

10. The participant is responsible for considering their health prior to the programme and warrants that they are fit and able to participate, including their health and suitability for SCUBA diving.
11. In the event that a participant cannot SCUBA dive due to health reasons or otherwise whilst at the project no refund will be given but the participant can continue as a volunteer on terrestrial projects.
12. International flights are not included in the cost of the UCME programme. UCME cannot be held responsible for any action, negligence or event relating to the purchase or operation of flight tickets or flights. Further, UCME will not be responsible for any costs or refunds due to changes or delays in flights including flights booked in good faith by UCME on behalf of participants.
13. Travel insurance is not included in the cost of the UCME programme. Participants must demonstrate to UCME that they have travel insurance and that the policy includes suitable cover for recreational SCUBA diving to 30 metres before their departure, in writing by email or post.
14. UCME will not accept volunteers onto their programmes if a participant cannot verify insurance status.
15. UCME does not accept any responsibility or liability for programme changes, curtailment or cancellations in the event of war or threat of war, terrorism or threat of terrorism, fire, sickness, bad weather, acts of government or local authority, acts of god, or other event or circumstance which amounts to a “force majeure”.
16. UCME reserves the right to use quotes, names and photographs taken by or of volunteers in its publicity material. If you do not wish to be associated with marketing of UCME’s activities, you must advise UCME accordingly in writing.
17. In accordance with the Data Protection Principles of the Data Protection Act (1998), UCME ensures that the personal information held about the participant will be used for limited purposes, that only relevant information is transferred to individual suppliers and that all the information held by UCME will not be kept for longer than necessary as defined in the terms 18, 19 and 20.
18. UCME guarantees not to sell personal information and will ensure that proper security measures are in place to safeguard your information. Our employees and associated companies are obliged by us to respect confidentiality.
19. UCME may have to pass information you supply to relevant suppliers, including airlines, hotels, etc. UCME will only process information about you for purposes connected with your booking or to public authorities such as customs/immigration if required by them or as required by law.
20. By making a booking, you consent to your information being passed onto relevant persons by UCME.