



RESERVATION & TRAVEL POLICIES

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

FORMS OF PAYMENT: All payments must be made in U.S. currency. Checks must be drawn on U.S. banks payable to **Travel Resource Solutions, Inc.** and mailed:

Travel Resource Solutions, Inc.
Attn: Dive Provo
6350 Lake Oconee Pkwy #110-48
Greensboro, GA, 30642

We reserve the right to debit your account if a check comes back dishonored electronically, 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.

The US-based reservations office also accepts payment by MasterCard, Visa, Discover, and American Express. If you are paying your deposit by credit card, your card will be automatically charged for the final payment on the due date. Your charge will include a transaction number beginning with **# 890**.

Please note that the charge will appear on your credit card, either partially or entirely, as one of the following:

If using American Express, your credit card charge will come through in the name of:
"Travel Agent Services – # 890xxxxxxxxx - TRC Travel Center – G.A."

If using MasterCard, Visa, or Discover, your credit card charge will come through in the name of:
"Agent Fee – # 890xxxxxxxxx - TRC Travel Center – G.A."

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

DIVING ONLY CANCELLATION POLICY: Receipt of payment confirms boat space or instructor time. Cancellations made seven days or more before the first scheduled dive day will receive a full refund. Cancellations or changes in reservations 3-7 days out will be charged a \$25.00 per person administration fee. Cancellations received within three days (72 hours) are non-refundable and non-transferrable. **A 14-day notice of cancellation is required for pre-booked Private Charters.**

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



NON-USAGE OF PACKAGE/COURSE INCLUSIONS: All dive reservations are non-refundable and non-transferable once guests arrive on the Island. The unused portion of any dive package or course is non-transferable and non-refundable unless Dive Provo cancels diving. Dive Provo makes every effort to accommodate necessary changes after arrival; however, this may not be possible in some instances due to the availability of boats or staff. Package inclusions, terms, and rates are subject to change with notice. Dive Provo is not responsible for missed or delayed flights.

INSURANCE: We are not responsible for compensating or crediting any traveler for any loss incurred due to delays or cancellations. Trip insurance is your only protection. We highly recommend you purchase the [Travel S.E. Plan](#) or the [Travel LX Plan](#) with our trusted insurance provider, www.imglobal.com. We also encourage all divers to have [Dan Master Insurance](#) Plans.

PRE-TRIP PLANNING

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 countries of the former Eastern Bloc. Please get in touch with the nearest British Consulate Office for visa applications.

COVID-19 Travel: All visitors **18 years of age** and over must be fully vaccinated.

PACKING CONSIDERATIONS: Pack light! Cool, casual, comfortable resort and leisurewear are acceptable everywhere. A light sweater may be welcome on some breezy evenings and after diving, especially in December, January and February. We also recommend you pack a few of your **reusable bags for shopping**, as single-use plastic bags have been banned in Provo.

Be sure to check your airline's website(s) for the most current information on baggage allowances and restrictions. For most international flights, any luggage over 50 pounds will have a surcharge. In most cases, airlines will not accept luggage over 70 pounds. Domestic flights, especially those booked independently of the international flight, will most likely have other allowances and restrictions. The best advice is to travel light!

Pack essentials in your carry-on! In the unlikely event you arrive in Provo without your luggage, please make sure you have packed your "trip essentials," such as a pair of shorts, bathing suit, dive mask, medicine, sunglasses, in your carry-on bag.

FOOD & LIQUOR: If you intend to "dine-in," there are modern grocery stores and several smaller convenience stores in 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 U.K. 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.

DIVE GEAR RENTAL: We have a substantial supply of gear available for rent should you chose not to bring your own. Gear rental is available at \$25.00 per day for a complete set.



IMPORTANT: PLEASE TAKE THESE PAGES WITH YOU

MISSED FLIGHTS/DELAYED ARRIVALS: Our reservation offices are open Monday – Friday, 9:00 am – 5:00 pm eastern time. Therefore, you must notify the hotel directly if you miss your flight or if your flight is delayed so that you are not able to arrive on Provo on the expected date.

- Ocean Club Resorts or Ocean Club West: 649-946-5880
- Ports of Call Resort: 649-946-8888
- Royal West Indies: 649-946-5004
- Sibonne Beach Resort: 649-946-5547

INFORMATION FOR DIVERS/DIVE STUDENTS

CERTIFIED BOAT DIVERS: Please **[complete your dive waiver online](#)** before your arrival.

We have guessed sizes by asking your height, weight, and shoe size if you are renting gear. We recommend that you visit the dive shop at **The Saltmills Plaza, Units 5/6, Grace Bay Road**, before your first dive day to get properly fitted and to say "hello." If this is not possible, we will bring the rental gear to you at the boat. Suppose you have not paid for gear in advance. In that case, we will need a **VISA, Master Card, or American Express** credit card for payment, or if you want to open a dive shop account for any incidental expenses you may incur or if you want to add extra days to your package.

The shop has a good selection of essentials, such as personal snorkeling equipment, rash guards and sun shirts, reef-safe sunscreen, as well as souvenirs.

We will email you before your first day of diving to tell you which marina to go to as we use two different marinas. Divers depart at 8:30 am for the docks at **Turtle Cove Marina** for diving along Provo's north shore and from our dock at the **Caicos Marina and Shipyard** (Long Bay), on the south side of the Island, for trips to West Caicos and French Cay. Please be sure to check with the shop before your next day of diving. You can call the shop phone at (649) 946 5040 or email diveprovo@live.com

DIVE STUDENTS: If you are doing any training with us, you can [complete your dive waiver online](#); however, you will still need to come to the dive shop at **The Saltmills Plaza, Units 5/6, Grace Bay Road** in advance of your course beginning so we can meet you and complete other necessary paperwork. **Please bring your Referral Form or signed logbook along with a completed medical questionnaire for divers doing their training dives.**

TRANSPORTATION/TRANSFERS: Pre-paid transfers from hotels to the dive boats are available from most resorts for \$20.00 per person round trip by Juney taxi, an accredited company adhering to all recognized safety protocols. These can be booked at the time of booking your diving. If you are unsure whether you will be renting a car, you can also buy the transfers online later.

Boat divers will need to arrange to meet the boat at the **Turtle Cove Marina or Caicos Marina and Shipyard** at 8:30 am.

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Arrangements can be made for hotel pickups for Discover Scuba Diving **students** and Open Water eLearning **students** completing any pool sessions. If you stay in a villa, you will need to arrange transportation to the shop or the training site.

We encourage car rentals for additional social distancing and freedom of movement around the Island. Your concierges will have recommendations, or you can find a list of reliable taxis and car rental companies on the [Dive Provo website](#).

TIPPING: Tipping is customary and appreciated. You are welcome to pay by credit card in the shop if you do not want to carry cash on the boats. At Dive Provo, the tips are shared amongst the staff. They all work hard to ensure you have the best possible time. They not only guide you on dives but are your bus driver, your boat captain, your tank filler and mechanic, luggage valet, and gear cleaners. The shop staff tries to schedule your trips to accommodate your wishes and give you as much variety as possible. Their day starts long before your first cup of coffee and ends after your cocktail hour. We recommend you tip as you would in a restaurant, 10-15%, and more if you feel warranted. Please also let us know if anyone on the staff did not meet your expectations.

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

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

RECOMPRESSION CHAMBER: There is a recompression chamber at Menzies Medical Centre. It is costly to run, and you will be charged for treatment. Don't forget DAN Insurance, as most medical insurance does not cover chamber treatments. Even better - dive with Nitrox. You are far less likely to run into decompression problems, and as we age, we are more susceptible. So, over 21, get Nitrox certified! It is a very easy class that you can take online or on Island and costs only \$150.00 with Dive Provo.

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 local island taxis.

DRIVING: A valid driver's license from a visitor's regular place of residence is suitable when renting vehicles. You must be 25 years of age. **Driving is on the left-hand side of the road.**

WHEN YOU ARRIVE AT YOUR HOTEL: We ask that you please call Dive Provo to verify your next day's diving plans. Shop hours are 8:00 am – 5:00 pm. **Telephone 946-5040 (after hours, please leave a message.)** Dive Provo is located in **The Saltmills Plaza, Units 5/6, Grace Bay Road.**

ELECTRICITY: The power is stable at 110 Volts/60 Cycle.

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

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

CREDIT CARDS: 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. Therefore, cash is recommended in smaller businesses. ATMs are also available at the local banks.

TIPPING: Tipping is customary and expected on the Island. A service charge is included in your hotel bill, and most restaurants will include a service charge "for your convenience." However, a tip is NOT included in your diving package or course for the dive staff.

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, freshwater is precious. However, piped water is made by reverse osmosis from the Provo Water Company, so tap water is safe to drink; bottled water is also readily available.

INTERNET SERVICE: All of our partner properties provide wireless internet access.

CELL PHONES: Local pre-paid sim cards can be purchased from Digicel or Flow. International calls are expensive, so a local sim is the way to go.

MEDICAL FACILITIES: There are two very good private clinics in case of medical problems on vacation: Menzies Medical Centre and Grace Bay Medical Centre, with doctors on call for emergencies. There is also a small local hospital. Payment is required at all institutions for visitors. The recompression chamber is located at the Menzies Medical Center.