

TERMS & CONDITIONS



PAYMENTS

Once you approve the final Tufi Resort Quote, we require full payment prior to arrival and in order to issue any air tickets. Payment is due no later than 30 days prior to arrival. If payment is not received air tickets may not be ticketed and confirmed bookings may be cancelled. Payment can be made by credit card or telegraphically transfer (TT) to our account. Please note: If you are paying AUD / USD rates, your credit card will be charged in local PNG currency (PGK) with a currency exchange rate determined on the day that your credit card is charged. Additional Credit Card Fees apply as follows:

3.5% for Visa and Master Card

AIRLINE TICKETS

Any airline tickets purchased through Tufi reservations is a courtesy gesture and Tufi hold no legal liability for those tickets if unused.

TRAVEL INSURANCE

Tufi Resort recommends that every guest purchase comprehensive cover for flight interruption, cancellation, accident, medical and baggage insurance prior to their departure. Evacuation insurance is compulsory. Tufi Resort is not responsible for airline cancellations

DIVERS & INSURANCE

Tufi Resort recommends that you purchase DAN INSURANCE or DAN TRAVEL ASSIST before arriving in Papua New Guinea or Tufi. Tufi Resort can sell you short term DAN insurance. DAN is the leading expert in diving related evacuations and sponsors an in-country hyperbaric chamber in Port Moresby. DAN Insurance provides immediate evacuation and mobilization and treatment for dive related accidents, (e.g. decompression sickness). Let our reservations team know you require a quote and they can assist.

DIVING ENVIRONMENTAL & SAFETY FEE

The Environmental & Safety Fee has been established for two primary purposes:

- To ensure the continued availability of a hyperbaric recompression facility in Papua New Guinea, help fund operating costs, training programs and to treat Papua New Guinean divers.
- To sustain and expand the capacity of the PNG Divers Association to participate in a range of programs and activities in support of ensuring implementation of the Environmental Code of Ethics, and the protection and management of Papua New Guinea's unique marine bio-diversity.

The E&S Fee is K20 per diver, per dive day – it is NOT insurance but rather an industry support fee. This fee is collected on site, and can be settled upon check out. Hyperbaric Health Australia (HHA) operates a twin lock unit to international guidelines. This facility is centrally located at Port Moresby, Tropicair terminal with easy access to the country's major dive locations. As well as PNG, Hyperbaric Health operates chambers in Australia and other locations throughout the Pacific and Asia. In the event of a diving accident patients are accepted for treatment and HHA takes responsibility for insurance billing instead of charging directly at the facility. In the absence of any insurance coverage, the patient will be required to provide a guarantee of payment for services, prior to any treatment being conducted. PNGDA & HHA do not meet evacuation costs, which can be high. For this reason, it is strongly recommended that divers in Papua New Guinea hold full medical and evacuation insurance. The Papua New Guinea Divers Association thanks you for your support of the Environmental & Safety Fee.

CANCELLATIONS

Cancel 45 days prior to arrival – Payment will be fully refunded. Cancel between 45 to 30 days prior to arrival – 50% refund. If you cancel less than 30 days prior to your arrival – No refund however funds can be held in credit for future use within 12 months. No refunds will be offered after arrival at the resort.

NO SHOW POLICY

Tufi Resort will not be held responsible or issue a refund to any guests for failing to show or arriving late at the resort due to no show, flight delays as a result of weather conditions, rescheduling or cancellation of flights. Credit for unused paid bookings within the cancellation period policy will not be permitted unless for extraneous circumstances and will be at the sole discretion of Tufi Management.

GROUP POLICY

We offer one complimentary space for a group of 7. This includes accommodation/meals/diving. i.e. 6 paying guests + 1 complimentary guest (accommodation, meals, diving).

WEATHER CONDITIONS

All resort activities are subject to weather conditions and at Management's discretion (for your safety). Ideal dive conditions generally are between November and June. Variable conditions can occur between June and September and outer reef dives may not be possible and as such, dive itineraries may require adjustment and shall be at managements' discretion.

GST

All tourism services prepaid from outside Papua New Guinea are exempt from GST charge. All services/purchases paid for within PNG are subject to GST

CHILDREN

Children 5 years of age and under are free of charge for accommodation, meals and transfers when accommodated with the parent/s within the reserved room/s. Children 6-11 years are at child rates when accommodated with the parent/s within the reserved room/s.