



Safety Statement & Activity Policies



Safety Statement

Go Dive Marlborough, TecFestnz and the GoDivenz family are committed to:

- Preventing serious harm to staff, customers and visitors
- Complying with health and safety legislation
- Continually improving health and safety management
- Taking all practicable steps to ensure the health and safety of staff, customers and visitors.

In meeting these commitments the management of Go Dive Marlborough and its sister operations, Go Divenz and TecFestnz will:

- Provide a healthy and safe workplace, safe equipment and proper materials.
- Identify and manage all hazards and risks
- Establish and insist upon safe practices at all times
- Accurately report and record all incidents
- Comply with relevant legislation, regulations and codes of practice
- Involve staff in the development of health and safety systems
- Invite feedback on and regularly review safety systems and performance, in order to continuously improve health and safety management
- Require all staff to take personal responsibility for safety.

Health & Safety Goal:

Our Goal is to achieve a **NIL SERIOUS HARM** record for operations each year



Go Dive Marlborough is a member of the GoDivenz family, all safety systems and procedures are uniform and established in accordance with best practice and international regulation.

We are registered with WorkSafe New Zealand as an Adventure Activity Operator (NZ AAO 152) and undergo annual audits by Telarc an international and independent safety audit company.

Policies

Please review these prior to confirming your reservation

Reservations and Course Bookings:

- Dive tour & charter reservations will be confirmed on receipt of a non-refundable 30% deposit.
- Full payment for dive tours must be received at least 24 hrs prior to tour departure.
- Full payment for dive charters within 14 days of charter departure, this is non-refundable.
- Dive Courses confirmed on receipt of the full course fee.

Refunds:

- For charter and tour cancellations the deposit is non-refundable.
- For group charters where numbers are less than expected, the deposit for those not participating may be credited to the charter balance. But conditions will apply and be based on overall numbers participating.
- For course bookings any refund will depend on the reason for cancellation, the time of cancellation and whether materials have been issued.
- If the company cancels a trip or course for any reason, we will endeavour to firstly reschedule your booking or if this is not possible a full refund will apply for tours/charters and a refund less any material costs for courses.
- No refunds apply for clients who are removed from the water due to the clients placing their, other clients or staffs health and safety at risk.
- No refunds apply for those who choose not to dive due to seasickness, through being too uncomfortable to dive, or for any other reason the client chooses not to dive.

Customer Information: Part of our Safety Management System requires all clients to complete a Customer Information Form, this form requires you to make a medical and dive experience declaration as well as sign an Affirmation and Liability Release Statement.

A copy of this form can be downloaded [here](#), and copies will be available prior to your activity with GoDive. Please take the time to review this document before your arrival if possible.

Tour Departures: On confirmation of your reservation we will advise you of the time and place of departure. If the reservation is made outside 48hrs of the departure, you will be asked to check in by phone or email the day prior to departure in order to check on the status of the tour and reconfirm departure details.

If your time of arrival is delayed, please let Go Dive know as soon as possible, otherwise we cannot guarantee that the tour will wait for your arrival and no refund will apply.

Weather and client assessment: On occasion the weather or client ability may be assessed as med to high risk and we may need to change the dive venue or cancel the trip once it is underway.

In the case that we assess that a client is putting themselves, other clients, or staffs health and safety at risk, they will be requested to end their dive/days diving activities while the rest of the group continues. No refund applies in such circumstances.

On rare occasions the weather may prevent us from diving our preferred dive site once the tour is underway. Go Dive staff have years of experience in assessing dive conditions, we will offer an alternative dive site if our assessment of the site conditions is such that we consider it to be unsafe or that it will not provide an enjoyable experience for guests. We may postpone or cancel the tour, charter or dive prior to departure if we consider the site conditions are not appropriate for the same reasons.

Exposure to altitude after diving: Due to an increase in elevation when driving after diving on some of our tours, we require a precautionary three hour sea level surface interval between surfacing and travel. Dive exposure times will also be controlled by Go Dive and based on previous dives, depth and time exposure.

Hunting and Collecting: Unless participating in a planned hunting and collecting dive we do not allow the collection of marine life or wreck artefacts on Go Dive tours.

If participating on a planned hunting and collecting dive while on a Port Gore based dive tour or charter we have a self-imposed limit to the amount of shellfish, crayfish and finfish each diver can take. This is normally limited to what can be reasonably consumed in an evening meal back at the Lodge.

Guided Dives: The first two dives on all tours are guided. On multi day Lermontov tours we do not necessarily provide a guide after the first day. If you would like to be guided beyond the first days diving please inform us of this when making your reservation, an extra guide fee may apply in some circumstances. Dives will be guided to areas suitable to the least experienced member of each team.

Penetration Dives: These are possible for those with the experience and qualifications to match. View our Lermontov Penetration Guide for information on where you may be able to dive. **Note** that guided penetration dives are possible only after an assessment dive on the outside of the wreck and at the sole discretion of our guides.

*We do not guide technical dives unless you request a guide on making your reservation, and will be assessed on a dive by dive basis. An extra charge may apply in such circumstances.

Equipment Rental: Go Dive supply standard scuba equipment and wetsuits for our tours if required. If you require accessories like torches, computers or technical equipment please

inform us of this requirement when making your booking. Equipment lost or damaged while in use will need to be replaced by the client at replacement value.

Nitrox: If you would like to dive Enriched Air, please let us know at time of booking.

Dietary Requirements:

If you have any special dietary requirements we need to know at the time you make your reservation. In some cases an extra fee may apply so we can meet your requirements.

Payment of extras:

Payments for Nitrox, T-Shirts and other products must be made prior to the end of the tour.

Customer Comments:

We would love you to let us know what you thought of your experience with Go Dive, especially if you had any safety concerns. This can be done directly by completing our customer comment forms or visitors book available at all our sites or through a post on Trip Advisor.

***Technical Diving Policies:** For more information on technical type dives check out the Terms and Conditions on the Go Dive website.

We look forward to meeting you and introducing you to our amazing dive sites and country.

Brent McFadden

Managing Director and Owner