

# Questions about the contract

## Who can apply for an aqua med dive card?

Anyone with a residence in the EU, Switzerland or Liechtenstein. Indicating your country of residence is crucial for the validity of the foreign travel health insurance, since it is only valid in countries outside of the one you reside in. Should you move to a country outside of the EU, Switzerland or Liechtenstein during your contract period, the contract will no longer be valid.

## In which countries are the services of the dive card valid?

The services included in the dive card, medical as well as insurance services, are valid worldwide.



## What different cards are there?

The **dive card basic** for sports and leisure divers.

The **dive card professional** for professional divers including diving instructors' professional liability insurance as well as the diving accident protection Student Protect.

The **dive card family** for the whole family (max. 2 partners and 2 children under 21 years who live in the same household).

The **travel card** for non-diving family members and partners in addition to the dive card (max. 1 partner and 2 children under 21 years who live in the same household).

## How can you apply for a dive card?

- Online, for instance at [www.aqua-med.eu](http://www.aqua-med.eu).
- Via e-mail or fax after having filled out the application form from your diving school / association.

## How can the contract be revoked?

You have the right to revoke the contract in writing (by post, fax or e-mail) without having to give any reasons. The revocation period is 14 days from the date on which you have received the revocation information.

Please note: If you select an immediate contract start or one within the period of revocation, you thereby waive your right of revocation.

## As of when and for how long is the contract valid?

Your application takes effect as soon as we receive it back signed by you or in the moment you fill out an online application. This means you can decide to go diving on the spur of the moment and are immediately entitled to benefits! Even if you have not yet received your card by post you can always ask for a contract confirmation by e-mail for/during your holidays right away. If you wish for the contract to start later, please state this on the application. The dive card is always valid for a one year and renews itself for another year unless the contract is terminated in writing 14 days prior to the end of the current contract year.

## How can you prove the validity of the contract without a date of validity on the card?

To prove the validity of your card, you can request a current contract confirmation from us at any time or download one yourself from our online customer portal. Without a date of validity printed on the dive card, it can be used as long as you like. This way, we avoid producing large volumes of plastic waste every year and unnecessary costs for our customers. Should your dive card ever be worn, broken or lost, you will of course receive a replacement from us free of charge!



Version 09/2019