

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).

How can you apply for a dive card?

- Online, for instance at 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.

How can I terminate the contract?

You can terminate the dive card contract in writing, by e-mail, post or fax or via the button for "contract termination" at www.aqua-med.eu. It is not possible that third parties terminate the contract for you, sin-

ce a notice of termination has to come from the contract holder. We would appreciate you telling us the reason for your termination. We want our customers to be satisfied with our services at all times, which is why we are always happy to receive suggestions or constructive criticism.

If your contract was concluded before 1 March 2022, you can terminate your contract at the end of the current contract period. We have to receive the notice of termination at least 14 days prior to the end of the current validity period.

If your contract was concluded on or after 1 March 2022, you can terminate your contract at any time with a notice period of one month after the first contract year.

As of when is the contract valid?

Your application takes effect as soon as we receive it back signed by you or 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 will always receive a contract confirmation by e-mail right away. If you wish for the contract to start later, please state this on the application.

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!

