

## USA Reservations Office Reservation & Payment Instructions

**Thank you for choosing us for your upcoming liveboard diving vacation!** To make the booking process work as smoothly as possible, please read and follow these simple instructions to ensure that we are able to make your vacation as trouble-free as possible.

1. **Check Availability** - If you have not already done so, contact our booking office via email, telephone, or chat to verify availability for the departure dates you would like to travel. We can hold space for you on the departure/vessel that you are interested in for up to 24 hours. Please provide us with an email address and phone number for correspondence.
2. **Check Airfare** - Verify your airfare arrangements, if applicable. We can help you with airfare options, if you would like. You will be responsible for arranging and finalizing your airfare arrangements, which in most cases are made through a different, independent company.
3. **Review** the [Booking Terms](#) which will apply to your vacation and your payments. It is available for download from our website, or via [email](mailto:info@explorerverventures.com) at info@explorerverventures.com.
4. **Review** the appropriate **Application/Liability Release**, [Caribbean](#) or [Galapagos](#), which must be completed without modification and received in our office prior to boarding. It is available for download from our website, or via [email](mailto:info@explorerverventures.com).
5. **Confirm Reservation and arrange payment** - Once your airfare is confirmed, confirm your reservation aboard the vessel by downloading from the website and printing the [US Reservation Form](#), completing it and **faxing** it to at + 1.307.235.0686. **Please note** that we can only hold reservations for 2 weeks without receipt of payment (for travel within 60 days, the deadline is considerably shorter).
  - *If you prefer to pay by credit card, we will charge the appropriate amount to the credit card specified, and if you specify will charge your final payment 30 days before departure.*
  - *If you would prefer to pay by check, please confirm your reservation with us via phone or email, and mail the reservation form with your trip payment (either a deposit of 30% if you are booking well in advance, or full payment if you are booking close to 30 days or less prior to departure).*
6. **Receive Confirmation** - You will receive via email a reservation number, as well as a reservation confirmation detailing the trip reserved and any payments made, as well as further information regarding your trip. Please review your reservation confirmation for accuracy and notify us immediately if there are any discrepancies. You will also receive a confirmation via email for any additional payments which are made on your reservation; if you do not, please contact us.
7. **Complete Forms** - Complete and mail or fax to us the appropriate **Application & Liability Form**, [Caribbean](#) or [Galapagos](#), which you will receive via email with your confirmation. Be sure to indicate your arrival information, dietary requests, rental gear requests, and anything else you would like the crew to be aware of prior to your arrival.
8. **Print the Trip Information applicable to your chosen itinerary**, which you will receive with your confirmation, and carry it with you on your trip. It will contain emergency contact numbers should your travel plans be disrupted, as well as other helpful information.

Thank you, and please contact us if you have any questions!