



Customer Policy Book

Revised Oct 2026

This document outlines the policies, procedures, and expectations for customers of Double Action Dive Charters (DADC).

Questions? We're always happy to talk.

(815) 600-7090 | info@doubleactiondivecharters.com

Table of Contents

1. How to Book with Double Action.....	3
1.1 Signing up Online.....	3
1.2 Give us a Call to Book Over the Phone.....	7
1.3 Available Wrecks by Zone.....	7
2. Pre-Charter Timeline.....	8
3.1 The Week Of.....	8
3.3 Weekend Of (Fri after 5PM - Sunday).....	8
3. Cancellation Policy.....	9
3.1 Customer Cancellation.....	9
3.2 Double Action Cancellation.....	9
3.2.1 Reasons for cancellation.....	9
3.2.2 Weather cancellations.....	9
3.2.3 Refunding.....	9
4. Customer Responsibilities.....	10
5. Customer Accounts.....	10

1. How to Book with Double Action Dive Charters

1.1 Signing Up Online

Booking online with Double Action Dive Charters (DADC) is quick and easy. Please see the Dive Scheduler customer portal manual on our website for more information.

1.2 Give us a Call to Book Over the Phone

If you are more comfortable booking over the phone or would like more information before you book please give us a call at (815) 600-7090.

1.3 Available Wrecks by Zone

The table below lists current wreck sites by zone and depth.

Zone 1 - \$155		Zone 2 - \$170		Zone 3 - \$210	
Illinois and Holly Barge	35 ft	David Dows	45 ft	Keith's and Cody's Barges	120 ft
Tacoma	35 ft	Wells Burt	45 ft	Thomas Hume	150 ft
Material Service Barge	40 ft	Wings of the Wind	45 ft	Bud's Two Piece	160 ft
Inland Steel Barge	40 ft	Nicole's Wreck	55 ft		
Car Ferry No. 2	42 ft	Buccaneer	75 ft		
David Dows	45 ft	Rotarian	95 ft		
South Tug	45 ft	Straits of Mackinac	85 ft		
Louisville	60 ft				

2. Pre-Charter Timeline

The following outlines what to expect from DADC, and what we will need from you, in the days leading up to your charter.

2.1 The Week Of

DADC will call you if a charter is at risk of cancellation. This usually happens due to severe weather, falling short of the minimum diver count, or unexpected crew absences.

2.2 The Weekend Of (Fri after 5PM - Sunday)

Beginning Friday at 5:00 PM CST, the captain is the primary point of contact for all boat-related matters. Contact information will be provided the week prior. Please direct any last-minute additions, changes, or day-of questions directly to the captain. Furthermore, send an email to DADC (info@doubleactiondivecharters.com) noting any additions so that we can process payment on the next business day.

3. Cancellation Policy

3.1 Customer Cancellation

Cancellations may be made online or by phone according to the schedule below. Please notify us by phone of any last-minute cancellations, even the night before your charter.

Cancellation Window	Refund/Credit Outcome
More than 7 days before the charter	Full refund issued to the original payment method.
2-7 days before the charter	Refund issued as a credit to your customer account.
48 hours or less before the charter	No refund or credit will be issued for the charter.

3.2 Double Action Cancellation

3.2.1 Reasons for Cancellation

DADC may cancel a charter for the following reasons:

- Severe weather
- Last-minute loss of captain or crew
- Unscheduled boat maintenance

3.2.2 Weather Cancellations

DADC will make every effort to issue a weather cancellation by 5:00 PM the day before the charter. The captain will make the final go/no-go decision. If conditions are uncertain, DADC will contact divers in advance to discuss the situation and coordinate the best timing for a decision.

3.2.3 Refunding

If DADC cancels a charter for any reason, partners will receive a full refund of all amounts paid for that charter. Refunds will be processed on the Monday or Tuesday following the cancelled charter date.

4. Customer Responsibilities

By booking with DADC, divers agree to the following responsibilities:

- **Proof of Certification:** Divers must hold valid certifications for their planned depth and zone. DADC reserves the right to deny diving without proof.
- **Cancellation Notice:** Divers must notify us of any cancellations, even if a refund will not be issued.
- **Liability Waivers:** All passengers, including non-divers, must sign a waiver prior to departure.
- **Punctuality:** Divers must arrive at least 30 minutes before the scheduled departure to avoid being left behind.

5. Customer Accounts

Please see the Dive Scheduler customer portal manual on our website for more details

If you have any questions about your customer account please give us a call and we will be happy to answer any questions you may have.

Questions? Get in Touch.

Phone: (815) 600-7090 Email: info@diverightinscuba.com

Double Action Dive Charters