

Dive Damai has assembled the answers to some of the most Frequently Asked Questions encountered by our Reservations and Boat Management teams. We hope this document will assist you in planning for your trip with us and please feel free to contact us for any further information.

When will I embark and disembark the vessel?

This varies according to the dive itinerary you have chosen. Dive Damai often operates in remote locations of Indonesia. In turn guests will need to take a domestic flight back to one of Indonesia's international airport hubs. We therefore recommend that you allow yourself at least one day before and after the trip in case there are any unforeseen delays in domestic connections. Bali is a beautiful island and well serviced by international airline connections. Many choose to holiday on the island before or after a dive trip. Your travel agent can recommend accommodation or the Dive Damai team has many recommendations and suggestions if you would prefer to contact us. However, Bali is not the only hub to connect through, Manado and Makassar (in Sulawesi) are serviced from Kuala Lumpur & Singapore and can often save travel time if you choose an itinerary in eastern Indonesia and of course there is always Jakarta. Please do not hesitate to contact our concierge team for more detailed questions regarding your flight and accommodation requirements.

Do I need a visa to travel to Indonesia?

Yes. However, most passport holders will benefit from the visa-on-arrival system. This visa is valid for 30 days and currently costs US\$35, although there appear to be plans to waive this fee for many countries in the near future. If you are coming to Indonesia for more than thirty days a 60 day visa can be bought prior to arrival from the Indonesian embassy in your country of origin only. Up to date information can be obtained from the following website: <http://www.embassyofindonesia.org/wordpress/> Please note that your passport must be valid for a minimum of six months from your arrival date and that there must be at least one full blank page in the passport.

Is there anything to pay when I leave the country?

Yes, there is a departure tax payable at the airport amounting to 200,000 Rupiah, approximately USD 16. Please simplify your departure by ensuring you keep this amount of the **local currency** to pay the tax upon departure.

PLEASE KINDLY NOTE THAT THIS AMOUNT MIGHT CHANGE. DOUBLE CHECK WITH US PRIOR TO DISEMBARKING.

What currency should I bring, can I use credit and debit cards and are there automatic cash tellers available?

Under Indonesian law from June 2015 all on board payments MUST be made in Indonesian Rupiah.

Credit Card- These payments may be made in cash or by credit card. If you use a credit card we will charge 3.5%. Visa and Mastercard are the best options in Indonesia but we can also accept American Express. All international tourist destinations will have credit card machines available in hotels and most restaurants. It is highly recommended to advise your provider that you are travelling abroad.

Currency Exchange- We recommend exchanging currency in high street banks rather than smaller money changers. The rates are more current and the tellers less prone to miscounting.

ATMs- There are many ATM's and banks in Indonesia. These will dispense currency at a current rate of exchange. Please note that your bank may charge you for the transaction.

If you choose to pay cash it is best to ensure you have enough with you before arriving at your point of embarkation as it is not always possible to obtain sufficient cash in the more remote areas of Indonesia.

Tips for your crew are not included and preferred in cash of any currency to minimise tax implications for the crew.

What are the baggage allowances for domestic flights?

The allowances vary enormously from destination to destination and airline to airline. Our concierge team is constantly monitoring the changes that occur regularly. A safe rule of thumb is 20 kg, or 44 lbs and one bag. The larger domestic carrier, which Dive Damai uses whenever possible, allows an extra bag of 23 kilos or 44 lbs for sporting/dive equipment. However, we cannot avoid taking some small domestic planes to reach the remoter destinations and baggage allowance can sometimes be only 10kg or 22lbs per passenger. Over baggage payments can be as much as US\$5 per kilo. Please kindly note that most airline companies will not accept credit cards to pay any excess in weight and you need to consider your return journey as well which may be on a another carrier with differing allowances and prices. We urge you to take advantage of our dive equipment on the vessels to reduce your baggage weight. Full details of what equipment is available can be obtained from our concierge team. All equipment is top of the line and maintained to the highest standards.

How do I arrange our domestic flights and where do I collect my tickets?

Booking flights on Indonesia's domestic carriers is sometimes difficult as most will not accept credit cards. To avoid difficulty or disappointment Dive Damai's concierge team will arrange all your domestic flights via your agent or directly with you. We will simply add a 15% administration and sales tax charge on top of the flight price.

Please contact our team to arrange the best itinerary for you.

Depending on where you are entering Indonesia, one of our concierge team will meet you on the day of your domestic flight and facilitate your check in. In most cases the ticket will be emailed to you in advance.

How do I get from the airport to my hotel and vice-versa?

All transfers within 20km on the day of embarkation and disembarkation are arranged by our concierge team and are complimentary. We can also arrange all your transfers within Indonesia, you or your travel agent must provide us with your arrival and departure flight details and the rest will be arranged by the concierge team.

Is there any domestic airport tax to pay?

Yes, this varies but a rule of thumb is that it costs from 10,000 to 75,000 Rupiah for each flight, or approximately USD 1-7. This must be paid directly at the airport in local currency.

What is the minimum certification I require to dive with Dive Damai and are there any other requirements?

All diving passengers must provide a current dive certification card of a minimum Open Water level. On occasion by prior arrangement we can certify divers on the vessel but they must have completed all theory and confined water training in a separate location and bring with them all the corroborating documentation. You can contact your dive shop at home for more information. We can organise a limited number of "Experience Dives" with a qualified instructor aboard the vessel, please ask for more information.

If you wish to dive with NITROX on the vessel a short training course can be provided onboard by prior arrangement at an extra cost. Alternatively bring your NITROX certification card with you and you are ready to go.

DIVE INSURANCE IS COMPULSORY

We recommend DAN International. We dive in extremely remote locations. Safety is a priority and we ask you to help yourself by ensuring you have the correct travel and dive insurance for everyone's peace of mind.

What's the visibility like, water temperatures and currents?

Visibility can vary from 5 metres to 40 metres. This is never a real concern because the enormous diversity of life in Indonesian waters. Our expert dive guides will always check currents, temperature and visibility prior to a dive. We dive the best dives at the best times to find the best wildlife. Go with the flow, you won't regret it. Temperatures can vary from 30C/86F to (rarely) 17C/65F but a normal range for most areas is 26/76F to 28C/82F. A 3mm wetsuit usually suffices with a hooded vest as a backup. Take advantage of our onboard dive equipment if you are cold, this is free for our All Inclusive or Repeat guests. Currents are what make the Indonesia diving so special and can vary, the dive team will always check the current prior to a dive. If a dive is called for in a current it is because there is something extraordinary to see. If we feel that a diver's experience is not adequate we will recommend that they sit a dive out or often the Cruise Director will personally escort the diver to ensure safety. Safety is our priority. We have years of experience in the business so please trust our judgement. We want you to come back and enjoy the experience again.

I'm an avid photographer, can I dive on my own and can I have my own guide?

All divers on our vessels will benefit from a 4-1 diver to guide ratio and we understand photographers' desires and the way they dive. A lot of thought goes in to the formation of the groups. If you would like a private guide this can be arranged at a USD 100 a day of diving, plus the cost of flying the guide to and from the boat. Usually our guests find that with such a small diver to guide ratios this service is unnecessary. We will treat you according to your experience. We encourage you to make use of the (free) Spare Air bottles as an extra safety measure.

What power does the vessel provide and do I need to bring an adaptor?

Our vessel has both 110v and 220v power. There are many adaptors on the boat for both battery charging and also laptop computers. The standard power socket in Indonesia takes a European two-prong plug however most sockets on board are "international" and will accept almost any pin configuration.

I'm a fussy eater, can you satisfy my needs?

If you have food allergies or have a special diet please let the concierge team know in advance and we will do all we can to satisfy your tastes. Working in remote locations doesn't really restrict our menu as we try to stock the vessels in advance and transport food regularly to the boat at the start of each trip, however much of our produce is locally grown and may be seasonal. Your comfort, pleasure and health are our priority. We will do everything in our power to ensure that your needs are met. Also, while onboard let our service staff know if you dislike anything on our menu for the day and we will be happy to make you whatever you prefer. We need your input so please be proactive in order to satisfy your desires and needs.

I like a glass of wine with dinner, is there any onboard and can I bring my own?

On our vessels beer and soft drinks and the first glass of House table wine (with dinner) are all free. We have a selection of wines by the bottle that you can purchase onboard and by prior arrangement (and with sufficient notice) we will order and ship to the boat your own selection from our suppliers in Bali. Please contact our reservations department to request the wine or spirits list. Prices for imported alcohol in Indonesia are high due to a luxury tax. We attempt to keep our prices as low as possible. It is not our goal to make money on these wines but merely to recoup our costs. If you wish to bring your own wine and spirits you are very welcome to do so. There is a limit of 1 litre per person at customs.

What is Enriched Air (Nitrox) and how can I get certified on board?

Enriched Air is what you get when you increase the amount of oxygen in the gas you breath from your tank. This leads to certain advantages underwater, mainly that the amount of No Decompression time

you have is greatly increased when compared to diving with ordinary air, but also that there is possibly reduced diver fatigue.

As in life there is a balance and with Nitrox the main down-side is that it is not safe to dive deeper than 30m/100 feet. On Damai boats we find that over 90% of our divers feel that the advantages far outweigh the disadvantages. It is possible to get certified on board the boats and the procedure for doing so is quite straight forward. You will need to purchase a book from PADI, the Enriched Air Diver Manual, which is available (with the PIC certification card) from your local dive center. Dive Damai are happy to purchase this book on your behalf and send it to the boat for your arrival. There is a small amount of study to be done from this book, then a short exam and you are ready to go. The cost of the course payable on board the boat is \$125. For full information please contact our reservations department and you can consult the website for PADI (The Professional Association of Diving instructors) for more information on Enriched Air course options.

What toiletries should I bring?

At Dive Damai we provide our own range of unique Body Wash, Shampoo, Conditioner, Body Lotion and Hand Soap allowing you to save the time, trouble and baggage allowance for more important items. We also have hairdryers available and try to carry a stock of back up items in case you forget something important.

A copy of this information is available on our website at www.dive-damai.com/faq

We look forward to welcoming you on board!

The Dive Damai Team

