

# Papua Diving resorts

## Terms & Conditions

By making a booking with PT Papua Diving, or using our services or facilities you agree to our Terms and Conditions. All prices, terms and conditions are subject to change without notice. Check [www.papua-diving.com](http://www.papua-diving.com) or email [info@papua-diving.com](mailto:info@papua-diving.com) for the latest information. All bookings and related communication shall be directed to: [info@papua-diving.com](mailto:info@papua-diving.com).

**PAYMENT:** Bookings are confirmed by us after receipt of payment of: the full Invoice amount for arrivals within 45 day of booking OR for bookings of more than 45 days before arrival, a payment (deposit) of least 25% of the full Invoice amount. Full payment for all bookings must be received at least 45 days before arrival. We reserve the right to cancel a booking without notice if the payment terms are breached. All cancellations are subject to charges. Payments can either be made by: credit/debit card via TransferWise (except Amex) or via Bank transfer/Electronic Funds Transfer (EFT)/wire transfer.

**TransferWise:** payments can be processed using bank transfer or credit card, in Euro to our TransferWise Euro account, in USD to our TransferWise USD account, or in most other currencies (using the average daily exchange rate) to our TransferWise Euro or Rupiah account. Fees are applied which are clearly shown during the payment process. All payments should be made to [bank\\_statements@rajaampatdiving.com](mailto:bank_statements@rajaampatdiving.com) TransferWise account details are provided upon request.

**Bank Transfer/Electronic Funds Transfer (EFT):** Our Euro, US\$ and Rupiah accounts details are on the invoice. Please ensure the beneficiary/payee name is exactly "PT. PAPUA DIVING". Foreign currency exchange charges can be avoided by paying in a currency matching one of our accounts, e.g. pay Euro to our Euro account. Please send a Bank receipt for payments sent to [info@papua-diving.com](mailto:info@papua-diving.com) so we can trace your payment and promptly credit the amount received against your invoice. All Bank charges for the transfer must be paid by you (the payer). When making the Bank transfer please select 'payer pays full transfer fees' (or wording to that effect). If your Bank uses an Intermediary Bank to pay us there will be additional charges made by your intermediary Bank which will reduce the amount received to our Bank account. Any difference between the invoice and received amount will be carried to your bill at the resort.

**EXCHANGE RATES:** All prices are based in EURO and exchange rates used will be calculated on the day the booking is created.

**CANCELLATION & NO SHOW POLICY:** All cancellations must be received in writing to [info@papua-diving.com](mailto:info@papua-diving.com). Partial refunds may be made if the amount already paid is greater than the cancellation fee. A cancellation made 45 days or more prior to arrival will be charged a cancellation fee of 25% of the total invoice value per person. Cancellations made between 45 and 30 days before arrival will be charged 50% of the total invoice value per person. Cancellations made less than 30 days prior to arrival will be charged 100% of the total invoice value, equivalent to a forfeit the full

payment, no amount will be refunded. In the event of the booked guest or guests not arriving as scheduled and in the absence of late arrival information being sent to us: after 24 hours the booking will be deemed as cancelled. In the event of a late arrival or early departure no refunds are eligible. Late arrivals and early departures may incur additional transfer and accommodation costs. No refunds will be issued for unused or partially used pre-booked dive packages and/or courses, for example due to illness, ear problems, lost luggage, plane delays or customer cancellation. If booked via a travel agent, refunds are to be claimed via your agent. Any refunds outside of our terms will be a claim on your INSURANCE company.

**MARINE PARK ENTRANCE FEE:** all visitors to Raja Ampat must pay an annual Marine Park entrance fee (Adults: 1.000.000,-IDR, Indonesian nationals: 500.000,-IDR, children <12y are free). We collect the payment at the resort on behalf of Conservation International and pay the funds direct to the relevant authority. You will receive an official marine park tag upon payment.

**EQUIPMENT RENTAL:** We have a limited amount of dive and snorkeling equipment for hire. If you need to hire equipment please request exactly what you need with correct sizes well in advance and at least three weeks before arrival. We do not guarantee to have all equipment available if the request is not made well in advance of arrival. The guest is responsible for equipment when in use and any equipment loss or damage may be charged up to 350 Euro per item.

**DOMESTIC FLIGHT BOOKINGS:** We accept no responsibility in the event of problems with flights: for example delays, cancellations, schedule changes, lost baggage, overweight baggage costs etc. The carriers' terms and conditions apply and liability remains entirely with the carrier. In the event of any flight problems, you may incur additional costs. We recommend TRAVEL INSURANCE to reduce your risk. We purchase flight tickets approximately 1 month prior to travel. If flight costs increase, we reserve the right to change the price to you up to 45 days before travel.

**TRANSFER TO/FROM KRI ISLAND:** We aim to transfer guests between the resorts and the airport or port as quickly as possible. We may use one of our own boats, charter a private boat or utilize the fast ferry service to provide the transfer service. If you fail to meet the scheduled boat departure times as agreed or mentioned on our website, you may incur significant additional costs and delays for alternative boat journey and flights. We cannot delay the scheduled departure of boats from the resorts due to other guests needing to make their scheduled flights. The scheduled boat departure time from Sorong can be delayed in case new guests arrive a little later due to a delayed arrival flight.

**FREE WIFI INTERNET:** Is subject to availability and fair usage quota of 1 Gb data transfer per person per week (Sorido Bay resort offers unlimited quota). Extended quota can be purchased (additional 1 Gb/25,-EUR). Our Internet service is usually very reliable but the service cannot be guaranteed.

**FREE NITROX:** Is subject to availability. We aim to deliver EAN (Nitrox) to 32% but there might be some variations in the blend. Divers must check the blend and log the analysis with Maximum Operating Depth before use. Our Nitrox service is very reliable but in the event of equipment failure Nitrox may not be available.

**DIVE INSURANCE:** divers must have valid DIVE-INSURANCE. In the event of medical problems, recovery to comprehensive medical facilities will incur significant costs. Papua Diving is not liable for any travel or medical related costs.

**SAFE DIVING PRACTICES:** Divers agree to adhere to established safe diving practices at all times. Including No Decompression Limits and the limits of certification and training.

**MEDICALLY FIT TO DIVE:** If you are aware of, or suspect any medical conditions that may affect your health and ability to dive, you agree be examined by a medical doctor prior to arrival and provide us with a copy of the certification by the medical doctor that you are fit to dive.

**EXCURSIONS & ITINERARY:** We aim to plan an exciting itinerary of sites for diving and snorkeling. The sites on the itinerary are the decision of Papua Diving managers based on several criteria including weather, tidal conditions, divers experience, apparent health and the interests of the majority of guests. We aim to accommodate and all guests' requests but we do not guarantee include specific sites in the itinerary. Some sites may not be appropriate for some divers Fuel surcharges may apply to some excursions.

**Saturdays:** no boat diving is offered till 6pm. Guests with the unlimited diving package are invited to dive as much as they like from the jetty on the house reef. Guests without unlimited diving package can also but will be charged the regular rate per dive. Night boat diving is again possible starting 7pm.

**NON-SMOKING AREAS:** All rooms, restaurants and boats are non-smoking areas.

**CHECK-IN/OUT TIMES:** Upon arrival we aim to give guests access to their room as soon as possible but no fixed check-in time is guaranteed. On departure guests must check-out of their room by 08:00 unless otherwise agreed with the Resort Manager.

**EXTRA CHARGES AT THE RESORT:** We accept payments by credit/debit card (+3% processing fee) or by cash in Euros, Indonesian Rupiah or US Dollars. We can only accept US Dollars if the notes are clean, in good condition, (no markings or damage) and are dated 2006 or later. We prefer the larger US Dollar bills (\$50+) as our Banks may refuse to accept small bills. Some Banks often block credit cards used in foreign countries, so please ensure before arriving in Indonesia that your cards will work from arrival.

**ADMIN FEE:** We may charge an administration fee of 30 EUR for changes to your booking.