



TERMS & CONDITIONS

By booking with Triton Bay Divers and staying with us or using our facilities, you acknowledge your understanding of and agree to abide by our Terms and Conditions as outlined in this form.

RESERVATION POLICY:

All reservations are to be made by email to info@tritonbaydivers.com or by clicking on the Email Us link on the Contact Us page of our website www.tritonbaydivers.com.

Triton Bay Divers requires a deposit to secure bookings, and will hold a reservation for seven calendar days to allow time for the deposit to be processed. If the deposit is not received within seven calendar days, all held room and boat arrangements may be released. The deposit will be 20% of the total invoice.

Final payment of the balance is due 45 calendar days before arrival. For bookings made with less than 45 days before arrival, full payment is required within 7 calendar days of reservation.

All reservations should include the following:

- Full name of all guests
- Nationality and passport number
- Travel dates
- Package type
- Number of divers and non-divers
- Room type (Single, twin, double, extra bed)
- Any special dietary requirements
- Any physical limitations
- Any dive equipment requirements



Triton Bay Divers

Kaimana Regency, West Papua, Indonesia

Triton Bay Divers offers the following discounts for groups or repeat visitors:

- For groups of 10 divers or more, 1 guest will be free of charge for diving and accommodation on a full board basis.
- Returning guests will receive a 10% discount on their stay (before taxes), when booked directly with Triton Bay Divers.

PAYMENT DETAILS:

Payment can be made via WISE or wire/bank transfer. Triton Bay Divers can accept payment in Euros, US Dollars, and Indonesian Rupiah and the exact amount will be provided to you on your invoice once booking has been confirmed. USD/EUR and IDR/EUR exchange rates will be taken from rates provided by Bank Mandiri on the date of the invoice.

Payment can be made by online or wire transfer to the following account. **Payer is responsible for ALL relevant bank and overseas transfer fees.** **Exact invoice amount should arrive into our bank account.**

Bank Transfer:

<p><u>Bank Mandiri:</u></p> <p>Bank Address: Kantor Cabang Kaimana</p> <p>SWIFT Code: BMRIIDJA</p> <p>Account Holder: PT Triton Bay Divers</p> <p>Company Address: Kencana Tower Level 2, Business Park Kebon Jeruk, Jl Meruya Ilir No 88, Jakarta Barat</p> <p>Account Number: – USD Account #160-00-0135965-8 – Indonesian Rupiah Account #160-00-0137150-5</p>	<p><u>Bank Mandiri:</u></p> <p>Bank Address: KCP Denpasar, Sanur 14531</p> <p>SWIFT Code: BMRIIDJA</p> <p>Account Holder: PT Triton Bay Divers</p> <p>Company Address: Kencana Tower Level 2, Business Park Kebon Jeruk, Jl Meruya Ilir No 88, Jakarta Barat</p> <p>Account Number: - EURO Account: 145-00-1158924-5</p>
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If paying via **WISE**, in order to minimize charges, you should “Transfer to a Friend” and the transfer should be made to our Indonesian Rupiah Account #160-00-0137150-5.

Additional charges

Additional charges incurred during your stay at the resort should be paid in CASH (EURO, USD, or IDR), as the resort is not equipped with credit card facilities.

CANCELLATION POLICY:

No refund will be provided in the following cases:

- Personal illness or other medical reasons.
- Missed flights or connections, delayed flights, changed flights or missing luggage.
- Early departure

Should you need to cancel your reservation, the following cancellation fees will apply:

- After booking: Cancellation fee is the deposit paid at time of booking
- Between 90 and 31 days before start of your stay: Cancellation fee is 50% of the full amount paid
- From 30 days before the stay: Cancellation fee is 100% of the total sum paid

DIVE PACKAGES:

Prices for our dive packages are listed on our website at www.tritonbaydivers.com. We offer packages including 2 and 3 guided dives per day, for 7 to 14 nights. Longer stays are also available on request and we can provide you with a quotation. Non-divers can also be accommodated on our room only package. Please note prices may be subject to change without notice.



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Dive Packages include:

- Round trip transfers from Kaimana airport to the resort on Saturdays. **Non-scheduled transfers will be offered only on Wednesdays and will be charged at Euro 300 per boat per trip for up to 2 pax. The cut-off time for transfers to the resort will be 2:00 pm.**
- Full board and accommodation including breakfast, lunch, afternoon snack, and dinner.
- Unlimited regular coffee, tea, and water.
- Two or three dives per day depending on the package purchased. Tanks and weights are included. Additional dives (including sunset and night dives) will be charged separately. There will be a surcharge of Euro 5 per diver for sunset and night dives, and a minimum of two divers is required. Unused dives for any package are non-transferable and non-refundable.

Dive Packages do NOT include:

- At the moment, Triton Bay Divers does not provide Nitrox or specialized equipment for technical divers.
- Marine Park fees which is currently Indonesian Rupiah 1,000,000 per person. This is to be paid in local currency cash at the resort. This Marine Park fee goes directly towards the local community to support conservation efforts and the Company does not take any portion of this fee.
- Additional Whaleshark Trips. It is possible to arrange an additional trip to snorkel or dive with whale sharks. However, the Company does NOT guarantee that whale sharks will be seen and no refund will be provided if they are not (see information about whale shark trips below).
- Diving instruction or courses, which are sold separately.
- Soft drinks, fruit juices, and alcoholic beverages, which can be purchased separately.
- Land and boat excursions, which are charged separately.
- Gratuities.
- Accommodation in Kaimana (unless previously arranged).



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WHALE SHARK TRIPS:

Whale Sharks: One free trip will be offered to see the whale sharks to each diving guest per any stay of at least 7 nights. Non-divers or snorkeling guests will be charged Rp 500,000 per trip when following with the dive boat. Triton Bay Divers does not guarantee that any whale sharks will be seen, nor do we guarantee how long each whale shark interaction will last. Due to the length of the trip, any additional trips to see whale sharks will be charged at Rp 4 million per boat, cost to be split between the passengers, with a maximum of 4 guests per boat, regardless of whether or not any whale sharks were seen on the first trip.

DIVING POLICY:

Divers must provide:

- Diving certification card or other evidence of certification
- Copy of **dive insurance, which should include medical evacuation** due to our remote location
- For divers who have previously suffered from Decompression Illness, a doctor's note clearing them for diving must be provided.

Divers will not be allowed to dive beyond their certification as set forth by PADI standards.

Decompression diving, solo diving, and unguided diving will NOT be permitted.

The diving itinerary will be chosen to showcase the best the region has to offer, however Triton Bay Diver's dive guides will first and foremost consider the safety of guests and the suitability of sites depending on factors that include but are not limited to weather, sea conditions, and experience of divers. Dives will be limited to a maximum of 60 minutes in order to adhere to diving schedules, unless otherwise agreed prior to the dive.



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All guests diving and staying with Triton Bay Divers acknowledge that the closest decompression chamber is days away in Manado, or Ambon, and that the closest hospital is in Kaimana which is about 2 hours away, and agree to adhere to safe and conservative diving practices at all times in order minimize the risk of decompression illness or other diving accidents. Triton Bay Divers will not take responsibility for, or bear the additional costs due to transport or medical care from decompression illness or other diving accidents.

SNORKELING:

If guests wish to join the dive boat for snorkeling, the rate will be Rp 250,000 per snorkeler for each dive site visited. Please note that the dive boats will usually leave for two dives each morning. Snorkeling on the house reef is free of charge. Snorkel gear can be hired for Euro 10/day.

EQUIPMENT RENTAL:

Triton Bay is a very remote region and we only have a limited inventory of rental equipment, so divers wishing to rent must notify us of their equipment requirements when making their reservations or at the latest 45 calendar days before arrival. Triton Bay Divers will endeavor to meet all equipment rental requests made before this date, but no guarantee can be given. The equipment rental fee is Euro 30 per person per day. Damaged or lost equipment will be charged to the guest at the cost of repair or replacement.

SMOKING POLICY:

All bungalows and common areas including restaurant, dive center, office, and boats are strictly non--smoking zones.



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CHECKOUT TIMES:

Checkout times will be determined at the resort, depending on your flight schedule, so as to allow ample time to make the trip to Kaimana. For safety reasons we are unable to get guests to flights departing before 10:30am. Therefore Triton Bay Divers recommend guests with very early morning departures stay overnight in Kaimana the day before.