



**Triton Bay Divers**  
Kaimana Regency, West Papua, Indonesia

## **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](mailto:info@tritonbaydivers.com) or by clicking on the Email Us link or completing the form on the Contact Us page of our website [www.tritonbaydivers.com](http://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 maybe released. The deposit will be 30% of the total invoice.

Final payment of the balance is due 60 calendar days before arrival. For bookings made with less than 60 days before arrival, full payment is required to confirm the reservation within 7 calendar days of booking.

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



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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/Resolut or other online transfer system, or via 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. Please note that companies in Indonesia are unable to have a WISE account any more, but we can still receive funds via WISE.

Payment can be made by online or wire transfer to the following accounts.

Please note:

- **Payer is responsible for ALL relevant bank and overseas transfer fees.**
- **Exact invoice amount should arrive into our bank account.**
- **When paying foreign currency into a bank in Indonesia the local bank will deduct 30 Euros/USD from your transfer so you should allow for this.**



**Bank Transfer:**

<p><b><u>Bank Mandiri:</u></b></p> <p><b>Bank Address:</b> Kantor Cabang Kaimana</p> <p><b>SWIFT Code:</b> BMRIIDJAXXX</p> <p><b>Account Holder:</b> PT Triton Bay Divers</p> <p><b>Company Address:</b> Kencana Tower Level 2, Business Park Kebon Jeruk, Jl Meruya Ilir No 88, Jakarta Barat</p> <p><b>Account Number:</b> – USD Account #160-00-0135965-8 – Indonesian Rupiah Account #160-00-0137150-5</p>	<p><b><u>Bank Mandiri:</u></b></p> <p><b>Bank Address:</b> KCP Denpasar, Sanur 14531</p> <p><b>SWIFT Code:</b> BMRIIDJAXXX</p> <p><b>Account Holder:</b> PT Triton Bay Divers</p> <p><b>Company Address:</b> Kencana Tower Level 2, Business Park Kebon Jeruk, Jl Meruya Ilir No 88, Jakarta Barat</p> <p><b>Account Number: - EURO Account:</b> 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 at the resort**

Unfortunately we are unable to take credit cards at the resort. For any additional dives or purchases during your stay with us, you will either need to pay with cash or you can do a wise or resolut (or similar) online transfer.

For cash, we accept IDR, Euros and USD. But please note that the bank notes if in Euros and USD must be in mint condition - or as near as possible - with no tears or writing on them. For USD, they need to be new notes. Our preference would be a transfer, as the local banks in Kaimana do not accept any cash foreign currency, it needs to be banked in Bali or Jakarta. The Marine Park Fee which is currently 1 million IDR per person needs to be paid in cash Local Currency at the resort.



### **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, cancellations must be made in writing via email and the following cancellation fees will apply:

- After booking: Cancellation fee is the deposit paid at time of booking.
- Cancellation fee is 50% on trip price for cancellations made more than 2 months before your trip.
- Cancellation fee is 100% of trip price, for cancellations within 2 months of trip arrival.

### **DIVE PACKAGES:**

Prices for our dive packages are listed on our website at [www.tritonbaydivers.com](http://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.

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 400 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.



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- 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).

### **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 as part of your dive package. Non-divers or snorkeling guests will be charged 100 Euros per snorkel 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.



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Due to the length of the trip, any additional excursions to see whale sharks will incur the following charges:

- Rp 5 million per boat (shared by up to 4 guests).
- Cost of the each Dive or snorkel,
- Plus an additional fee of Rp 500,000 per person, which covers payments to the bagans and the local village.

This fee is to be paid regardless of whether whale sharks were sighted during 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 Euros 20 per snorkeler for each dive site visited, unguided. Please note that the dive boats will usually leave for two dives each morning, so the morning trip will be 40 Euros per person. 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 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. We are unable to get guests to flights departing before 10:00am.