



TERMS & CONDITIONS

Welcome to Triton Bay Divers.

Our aim is to provide every guest with an exceptional diving and holiday experience in one of Indonesia's most remote and pristine marine environments. The following Terms and Conditions are designed to ensure that all guests understand the booking process, resort operations and responsibilities associated with travelling to such a remote destination. By confirming a booking or staying at Triton Bay Divers, you acknowledge that you have read, understood and accepted these Terms and Conditions.

1. RESERVATION POLICY

- Reservations must be made via email at info@tritonbaydivers.com, or through the **Contact Us** page on our website: www.tritonbaydivers.com.
- A **30% deposit** is required to secure a booking. We will hold your reservation for **7 calendar days** to allow time for the deposit. After that, the reservation may be released.
- The **balance payment** is due **60 calendar days before arrival**.
- For reservations made within sixty (60) days of arrival, **full payment** is required within 7 calendar days of confirmation in order to secure the booking.

Required Guest Information: All reservations should include the following information...

- | | |
|-----------------------------------|--|
| • Full name of all guests | • Room type (single/twin/double/extra bed) |
| • Nationality and passport number | • Dietary requirements |
| • Travel dates | • Physical limitations |
| • Package type | • Dive equipment requirements |
| • Number of divers and non-divers | |

Group & Repeat Guest Discounts:

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

- For groups of 10 paying divers or more, one guest will receive complimentary accommodation and diving on a full-board basis (9 Paying 1 FOC). Marine park fees, Fuel Surcharge, Tips, equipment rental, beverages, additional excursions, and other incidental charges are not included.
- **Returning guests** booking directly with us receive a **10% discount** on their stay.

Checkout Times

Checkout times are arranged according to your **flight schedule**. There is only one transfer on Saturdays and Wednesdays.

Note: We cannot accommodate departing flights scheduled before **10:00 AM**.

2. PAYMENT DETAILS

We accept payment in Euros (EUR), US Dollars (USD), and Indonesian Rupiah (IDR). The invoice will reflect the current exchange rate applicable on the invoice date.

Methods of Payment:

- Online transfers via **WISE**, **Resolut**, or similar online transfer systems. **Please note:** Indonesian companies can no longer hold a WISE account, but payments **via WISE** are still accepted. Please make payment via "Transfer to Friend"
- Via bank wire transfers.



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Bank Account Details:

Bank:	Bank Mandiri	USD Account: 160-00-0135965-8 IDR Account: 160-00-0137150-5 EURO Account: 145-00-1158924-5
SWIFT Code:	BMRIIDJAXXX	
Account Holder:	PT Triton Bay Divers	
Company Address:	Kencana Tower Level 2, Business Park Kebon Jeruk, JL Meruya ILIR No 88, Jakarta Barat. Post Code: 11620	

Important Notes:

- All **bank fees** (both abroad and in Indonesia) must be borne by the sender. The amount stated on the invoice is the amount that must be received into Triton Bay Divers bank account.
- When sending Euros or Dollars you should account for a **deduction of €30/USD30** by the local bank on incoming international payments.
- When using WISE, please "transfer to a friend", and send to the IDR account noted above to reduce charges. Triton Bay Divers does not have a Wise account or Wise tag.

On-Site Payments:

- We **can now accept credit cards** at the resort, but there is a 3% bank charge.
- Payments can also be made by **cash** (IDR, USD, EUR) or **online transfer**.
- USD and EUR notes must be in **mint condition** (no tears or markings); USD notes must be **new series**. Triton Bay Divers reserves the right to refuse foreign currency notes that are damaged, excessively worn, marked, torn, or issued prior to the year 2009.
- **Marine Park Fee (IDR 1,000,000)** is **payable in cash, in IDR**, at the resort.

3. CANCELLATION POLICY

All cancellations must be made in writing and are only effective once acknowledged by Triton Bay Divers.

Payment Schedule

- A **30% deposit** is required to confirm all bookings. This deposit is **non-refundable**.
- The **remaining balance is due 60 calendar days before arrival**.

Cancellation Charges

- **More than 60 days before arrival**
 - The 30% deposit is non-refundable.
 - Any additional payments received above the deposit amount, (including guests who have paid the full balance in advance) will be refunded the amount over and above the deposit, less bank charges.
- **60 days or less before arrival**
 - All payments made are non-refundable.

No refunds or credits will be provided for:

- Missed or delayed flights or other transportation.
- Personal illness, injury, or medical conditions.
- Early departure or unused accommodation, meals, diving, transfers, or other services.
- Lost or delayed luggage.
- Failure to obtain visas, passports, or other travel documentation.



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Force Majeure

No refunds will be provided where cancellation or interruption of travel is caused by circumstances beyond the reasonable control of Triton Bay Divers, including but not limited to natural disasters, severe weather, government restrictions, civil unrest, epidemics or pandemics, war, terrorism, or other force majeure events.

For this reason, **comprehensive travel insurance, including cancellation, medical, evacuation, and dive accident cover, is strongly recommended for all guests.**

Change of date

Requests to change travel dates are subject to availability and must be made in writing. Triton Bay Divers is under no obligation to approve a change of dates. If approved more than 90 days before arrival, the original deposit may be transferred, once, to a new booking within 12 months of the original arrival date. The booking will be repriced using the rates applicable to the new travel dates, and any increase in price must be paid by the guest. No refund or credit will be given if the new booking is of a lower value. Date changes requested within 60 days of arrival will be treated as a cancellation and the standard cancellation policy will apply.

4. DIVE PACKAGES

Dive package rates and details are available at: www.tritonbaydivers.com. Packages include 2 or 3 dives daily options over a period of 7–14 nights. Pricing for longer stays available upon request.

NOTE: Unused dives for any package are non-transferable and non-refundable. Non-divers can also be accommodated on our Non-Diver package.

Inclusions:

- Roundtrip transfers from **Kaimana Airport on Saturdays**
- Full-board accommodation: breakfast, lunch, snack, and dinner
- Unlimited tea, regular coffee, and water
- Guided dives with tanks and weights, based on the package purchased
- Whale Shark trip for those staying a minimum of 7 nights and who have purchased a dive package.

Exclusions:

- Optional **Wednesday** transfers available at **€400/boat trip** for up to 2 guests
 - Fuel Surcharge
 - Night Dives - Surcharge of **€5 per diver** per night dive on the package rate (min. 2 divers)
 - Nitrox (not available at the resort)
 - Dive equipment rental
 - Marine Park Fee (IDR 1,000,000 payable in cash)
 - Additional whale shark trips
 - Dive instruction or courses
 - Soft drinks, juices, alcoholic beverages, premium coffee
 - Excursions
 - Gratuities/Tips
 - Kaimana accommodation unless pre-arranged
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5. WHALE SHARK TRIPS

- One free whale shark trip is included for diving guests staying 7 nights or more, included as one of the dives within your dive package.
- Non-divers/snorkelers are charged: **€100 per person** (when joining with a scheduled dive boat trip).
- **We do not guarantee** sightings or the duration of the interaction.



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Additional Trips:

- **Rp 6.5 million/boat** (up to 4 guests)
- **Rp 500,000/person** (bagan and village fee)
- **Cost of dive** will apply in addition to the whale shark excursion fee. Rate depends on your dive package purchased. **Snorkellers** will be charged **€100 per person**.
- **All charges listed above (boat cost, dive/snorkel charge, and per-person bagan fee) are payable regardless of whether whale sharks are sighted, either on the first or any subsequent trip. No refund will be provided if whale sharks are not seen or do not stay around for long..**

Please note that **sightings of whale sharks cannot be guaranteed**, and the **duration of encounters may vary**. While every effort will be made to provide the best possible experience, interactions are subject to nature and cannot be assured.

6. DIVING POLICY

Divers must provide:

- Proof of certification
- Dive insurance (with evacuation coverage)
- Doctor's note, if history of decompression illness or over the age of 70, stating you are fit to dive.

General Guidelines:

- No diving beyond certification limits (PADI/SSI/BSAC standards).
- No decompression, solo, or unguided dives.
- Max dive time: **60 minutes** unless agreed in advance.
- Dive plans are weather and skill dependent, and determined by our guides.

Minimum Age: The minimum age for scuba diving with Triton Bay Divers is 12 years old, in accordance with PADI Junior Open Water Diver certification standards. Divers aged 12–14 must be accompanied in the water by a certified adult diver at all times. The minimum age for snorkelling on the dive boat is 8 years old.

Change of Dive Sites:

Dive sites, schedules and itineraries may be changed without notice due to weather, sea conditions, currents, guest experience levels, safety considerations or operational requirements. Such changes do not constitute grounds for refunds or compensation.

Medical Note:

Our location is **remote**. The nearest chamber is in **Waisai (Raja Ampat), Ambon or Manado**, and the nearest hospital is **2 hours away** in Kaimana. Guests must adhere to safe diving practices. We will **not** cover costs for evacuation or treatment due to accidents or decompression illness, and will charge for any transportation or oxygen costs incurred.

Guests are responsible for ensuring they are medically fit to dive. Triton Bay Divers reserves the right to refuse diving to any guest who appears medically unfit or under the influence of alcohol or drugs.

7. SNORKELLING

Triton Bay Divers welcomes snorkelers, however, please note that our resort is small and primarily focused on scuba diving. While we do offer access to several excellent snorkelling sites, **not all dive sites are suitable for snorkelling** due to varying conditions such as currents and depth.



Snorkelers are welcome to join the dive boat on scheduled trips. However, please understand the following conditions apply:

- **No dedicated snorkel boat or guide** is available. Snorkelers must follow the same schedule as the divers.
- You will typically snorkel for up to **1 hour per site**, followed by a **surface interval**—usually spent relaxing on a nearby beach—before the next dive/snorkel.
- We understand this schedule may not suit all snorkelers, especially those who prefer to remain in the water for extended periods.
- Snorkelling on our house reef is available free of charge any time.

Cost of Snorkelling:

- Joining the dive boat: **€20 per site** (unguided)
- Morning trips (2 sites): **€40/person** (unguided)
- House reef snorkelling: **Free**
- Snorkel gear rental: **€10/day**

Whale Shark Snorkelling

- Snorkelers wishing to join a whale shark trip will be charged **€100 per person** when accompanying the scheduled dive boat.
- For additional trips please see pricing under Whale Shark Trips above.

8. EQUIPMENT RENTAL

Due to our remote location, rental equipment is limited. Please inform us of your needs **at booking** or **at least 60 days before arrival**.

- Full Set Equipment rental: **€30/person/day**
- BCD & Regulator only rental: **€20/person/day**
- Other equipment rental list available on request
- In the event that rented equipment is lost or returned in a damaged condition (beyond normal wear and tear), the guest will be liable for the reasonable cost of repair or replacement, as assessed by Triton Bay Divers. Guests will be informed of any damage charges before departure and will be given the opportunity to inspect the equipment in question. Replacement costs will reflect current market value in Indonesia.

9. OPERATIONAL CHANGES

Boat Transfers

Boat transfers are subject to weather conditions, sea conditions, tides, mechanical issues, and other operational factors. Triton Bay Divers reserves the right to delay, alter, reschedule or cancel boat transfers if considered necessary for the safety of guests or crew. Any additional accommodation, meals or travel expenses incurred as a result remain the responsibility of the guest unless otherwise agreed by Triton Bay Divers.

Mechanical Failure

In the event of equipment failure, compressor failure, boat breakdown or other unforeseen operational issues, Triton Bay Divers will make every reasonable effort to provide alternative arrangements. However, refunds or compensation will not be provided where services cannot be delivered due to circumstances beyond our reasonable control.



10. SMOKING POLICY

Smoking is strictly **prohibited**:

- Inside Guest Bungalows
 - In common areas (restaurant, dive centre, and on the boats)
 - Please be considerate of other guests.
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11. GENERAL

- **Photography and Media:** Triton Bay Divers may photograph or film guests during their stay for use in marketing and promotional materials. By accepting these Terms and Conditions, guests consent to such use unless they notify Triton Bay Divers in writing at the time of booking that they do not wish to be photographed or filmed.
 - **Privacy:** Personal information supplied during booking will be used only for reservation, operational and legal purposes and handled in accordance with applicable Indonesian privacy laws.
 - **Personal Property:** Guests are responsible for their own personal belongings, including cameras, dive equipment, computers, mobile phones, cash and valuables. Triton Bay Divers accepts no responsibility for loss, theft or damage to personal property except where required by applicable law.
 - **Guest Behaviour:** Triton Bay Divers reserves the right to refuse accommodation, diving or other services, or to require a guest to leave the resort where their behaviour is considered unsafe, abusive, illegal, disruptive or likely to affect the safety or enjoyment of other guests or staff. In such cases no refund will be provided.
 - **Food Allergies:** Guests must advise Triton Bay Divers of any food allergies, medical conditions or dietary requirements prior to arrival. While every reasonable effort will be made to accommodate dietary requests, this cannot be guaranteed.
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GOVERNING LAW

These Terms and Conditions shall be governed by the laws of the Republic of Indonesia. Any disputes shall be subject to the exclusive jurisdiction of the Indonesian courts.