

Thank you for your decision to join us at Atlantis. We look forward to personally welcoming you soon. We would like to take this opportunity to make your pre-trip planning a little easier by answering some of the questions you may have.

PRE ARRIVAL

Required Information and Online Check-In: Please provide your names as they appear in your passport and your international travel itinerary / flight details sixty days prior to arrival (or when you book if it's within the sixty day period).

We also ask that you check-in online at least thirty days prior to arrival to expedite the check-in process and let us know your dive, dietary and other preferences. Please follow this link:

http://booking.atlantishotel.com/online_forms.html (you will need passport and dive certifications to hand to complete the process)

Visas & Travel Documents: Please ensure your passport is valid for at least six months and that you have an onward or return ticket with you. U.S. and European nationals typically receive a 30-day tourist visa on arrival. For the latest information on visa requirements see: www.immigration.gov.ph.

Trip Insurance: **Medical and dive accident insurance is required.** In addition we also highly recommend each guest purchases trip cancellation and interruption insurance. Weather conditions, health problems and many other unforeseen reasons can change travel plans and/or cause financial losses that should be insured against. **Cancellations, losses and disruptions caused by reasons outside of Atlantis' responsibility will be shouldered by the guest unless they are insured.**

There are many alternate providers of travel, medical and dive accident insurance and your agent, shop or group leader may well have recommendations. Atlantis does not promote or recommend any particular insurance company but you may find the following links useful:

Dive Assure:

https://www.diveassure.com/ver1.1/registrations_int/single/registration_step1.asp?Lang=ph&referrer=atlantisresort12

Diver's Alert Network Insurance (USA): <http://www.diversalertnetwork.org/insurance/>

DAN Group Travel Insurance: https://www.diversalertnetwork.org/group_travel/

DAN Europe Insurance: <http://www.daneurope.org/web/guest/membership>

Westfield (UK): <http://www.divinginsuranceuk.com/>

Monetary Questions

Wire Transfers: When you are paying for your vacation via wire transfer, please send our reservations office a copy of the wire transfer details so we can credit your account faster. **Please wire only USD.**

Money to Bring: The local currency is the Philippine Peso (Php). We bill in either pesos or USD. All credit card transactions appear in pesos. We also exchange AUD, EUR, HKD, JPY, GBP and SGD on the boat (please note the boat only carries limited amounts of cash (USD cash may be accepted at some local establishments and at the airport for terminal fees).

There are no charges for using credit cards for services and/or purchases and we accept VISA, MASTERCARD or AMERICAN EXPRESS. We do offer a 5% discount if you pay by cash for your personal charges.

Please note: We cannot provide cash advances on credit cards and we cannot process tips/gratuities by credit card.

There are ATMs in Puerto Princesa, Tacloban and Dumaguete. However, we suggest you do not rely on ATM machines outside of Manila as the machines are prone to technical failure, may be out of cash or may not support your card.

To Bring With You – Reminders: Please remember to bring your diver certification card and log book; your travel voucher from either your agent or us (that indicates your vacation inclusions) and also please bring copies of your diving and travel health insurance with you.

Please also ensure you have our contact details (listed on our web site) and details of where to meet our staff in Manila before you leave home.

Dress is very casual and traveling light is recommended – swimsuits, shorts, t-shirts, sandals and possibly a sweatshirt or light jacket for the evenings. Hat, sunglasses and sun screen/protection are of course highly recommended, as the sun is very intense even on partially cloudy or cooler days.

If you plan to dive a lot we recommend bringing extra layers, a hooded vest or thicker suit as during the week you will lose body heat despite the warm water.

TRANSFERS

Boarding Time: Boarding is not usually permitted before 5pm. Departure times are shown below.

Meet and Greet: All transfers and domestic flights must be booked by our staff for all Azores charters. Our transfers include concierge assistance in Manila and our reservations team will provide maps and details on where to meet our staff.

Travel to Malapascua (Malapascua Charters via Cebu) - details to follow

Travel to Puerto Princesa (Tubbataha Charters): A 60 minute domestic flight from Manila to Puerto Princesa; it's a 15 minute air conditioned van ride from the airport to the pier. Departure time is typically 8pm.

Travel to Dumaguete (Bohol Safari and Cebu-Malapascua Charters): Travel to Atlantis Dumaguete is usually a one hour domestic flight from Manila. Charters operate in and out of Atlantis Dumaguete which is 15 km from Dumaguete airport; about a thirty minute drive. Departure time for both charters usually early the following morning.

Manila Airport Terminals:

Terminal 1: Also referred to as 'NAIA' handles most international flights

Terminal 2: Also referred to as the 'PAL Terminal' has two wings – domestic and international. These terminals handle PAL international flights and selected PAL and PAL Express domestic flights.

Terminal 3: Handles all Cebu Pacific flights and most domestic PAL Express flights as well as Zest Air and some other domestic carriers

Terminal Fees/Taxes: There is an international terminal fee of Php550 (approx \$14) when you leave the Philippines. For Azores charters, all domestic transfers to include domestic airfare must be booked by Atlantis. The domestic terminal fee at all airports in the Philippines is included in the transfer rate. These fees are established by the Philippine government so they may change without notice.

Luggage Claim Tags: You will be given luggage claim tag for each piece of check-in luggage at the check-in counter. When you get to your destination airport do not claim your luggage but give these claim tags to our representative and we will collect your bags. If you are travelling with a group your group leader may collect all claim tag after check-in.

Check-in Baggage Allowance and Excess Baggage with Domestic Airlines

For Cebu Pacific our domestic tickets include 30Kg/66lbs. This can be upgraded to:

40 Kg/88 lbs total - \$40 round trip add on

55 Kg/121 lbs total - \$105 round trip add on

60 Kg/132 lbs total - \$115 round trip add on

70 Kg/154 lbs total - \$130 round trip add on

80 Kg/176 lbs total - \$150 round trip add on

Note: Maximum weight per bag should not exceed 35kg/77lbs.

Confirmation of weight requirements must be given with your passport names at least 60 days prior to arrival.

For PAL Express our domestic tickets include 10Kg/22lbs. This can be upgraded to a total of 25Kg/55lbs (additional 15kg/33lbs) for *\$42.50 each segment (*upgrade availability is subject to ticket type).

At the airport, excess baggage is charged at Php 224.00 (about \$6 USD) per kilo (2.2 lbs) and must be paid in cash (Php) at check-in. These rates are subject to change by airline officials and guests are responsible for the current rates at the time of travel.

Note: Domestic carries strictly enforce a maximum of 7Kg/15lbs for hand carried luggage

Additional luggage fees (except PAL Express above 25 Kg) for both airlines may be charged to personal bills at either resort or on Azores. PAL is no longer offering the Sports Plus card.

ABOARD AZORES

Room Amenities: All staterooms have climate controlled air conditioning, a hairdryer and en suite facilities.

Towels: Bath towels are provided in rooms and dive towels are available on the dive deck.

Internet Access and Phone Calls: On most Azores itineraries, we are close enough to land that we will have cellular and data (email) coverage.

The Tubbataha itinerary is a bit different in that we are in the middle of the Sulu Sea and beyond cellular coverage. For this itinerary, we offer guests the ability to send and receive emails using satellite communication.

Satellite Communication System on Azores: Guest may send and receive emails on two afternoons during the charter (to be advised by the Captain) at a cost of \$3 per email (<50kb) and an additional \$1 for every 100kb thereafter. It is strongly advised not to send attachments, files or pictures. (Limited free internet is available while Azores in port via cell phone coverage).

The satellite phone is available for guest use by arrangement with the Captain (guests are not allowed on the bridge without the Captain present), the cost is \$5 per minute or part thereof for use of the satellite phone.

Boutique: Selected T-shirts, caps and other souvenir items are available from the Boutique.

Entertainment: Enjoy a wide selection of movies on our wide screen TV. Evening marine life and other presentations are also available along with a small library and selection of board games & cards.

Electricity and Charging: Power on board is 110V. Transformers and a charging station are available. Sockets are flat two pin (American style). We also have a battery charging station for 220V.

Dress Code: No form of wet clothing or dive equipment is allowed inside the living areas of the boat. Otherwise the dress code is relaxed and informal

Food/Beverages: You can inform us of any special dietary requirements you have when you check-in online (see first section of this FAQ).

We offer a wide range of non-alcoholic beverages throughout the day and social servings of alcohol after diving and at dinner. Diving is prohibited after drinking alcohol. You can contact us for a full list and/or you are welcome to bring your own drinks or wine to consume on the boat. Please note that this is NOT allowed at the resorts.

DIVING

Our diver orientation video can be viewed in advance at http://www.youtube.com/watch?v=oWW_GxZ-KtI

Introduction: Liveaboard diving can be more demanding than typical resort weeks and we highly recommend taking a refresher course prior to your trip if you have not been in the water for a while.

Your dive guide will discuss sites and preferences with you and ensure you get the most from every dive.

The typical dive schedule includes four day dives and a night dive (five dives total) to choose from.

Currents, conditions and logistics require that all dive groups stay together at all times.

Typical dive time is approximately 50-60 minutes with a maximum depth of 100 feet (30m). As general policy Open Water Divers will only be allowed on dives below 60feet (18m) or night dives if they can show proof of previous experience and exhibit adequate in-water skills, adventure training dives are available. For divers with a desire to dive beyond 60 minutes, please contact us, your group leader or agent for options and prices.

We require divers to exhibit good buoyancy control at all times, to respect the underwater environment and not wear gloves.

Please also note that if dive days are cancelled or curtailed due to weather there is no reimbursement or compensation (see sections referring to insurance)

Marine Park Fees: Marine Park Fees are not included in vacation prices and vary by itinerary. Specifics will be included in your quotation.

Underwater Photography: The Azores features a large camera table and rinse tanks.

Diving Documents & Medical: Please bring your certification card and log book. If you require Nitrox, please bring a Nitrox certification card. If you plan to do technical dives please bring appropriate documentation with you. All divers are asked to sign a waiver on arrival. Please ensure that any diving medical concerns are addressed before you travel.

Rental Equipment: Rental equipment is available at Atlantis Dumaguete for the Bohol and Cebu-Malapascua charters. **We do not have rental equipment on other charters.** The Azores carries a limited amount of spare equipment in the event of an equipment failure during the trip. Bringing appropriate spares and having your equipment serviced prior to your trip is highly recommended Unless otherwise specified in your voucher pre booked dives only include tanks, weights, boat and guide.

Mandatory Equipment: The use of dive computers is mandatory on the Azores. Every diver must have their own visual (e.g. signal tube) and surface audible signaling device e.g. whistle (not tank banger or underwater device) while diving aboard Azores.

Nitrox: Nitrox 32 is available aboard Azores for an additional fee.

Technical & Rebreather Divers: Technical and Rebreather diving is available by prior arrangement only. Please clarify your equipment requirements and dive plans prior to arrival.

Tanks: The boat has 40 x 80cf/11l tanks with DIN / Yoke Valves and 2 x 100cf/15L tanks with DIN / Yoke Valves.

Dive Courses: The Azores caters for a wide variety of PADI specialty courses including Nitrox and Underwater Photography as well as the PADI Adventure or Advanced ratings. If you plan to take any course other than these please contact our reservations staff prior to your trip to check prices and arrangements.

OTHER COMMONLY ASKED QUESTIONS

Temperature (approximate averages):

	Dec - March	Late March – May	June - August	Sept - Nov
Air (average day)	74-86 (24-30)	86-95 (30-35)	86-92 (28-33)	81-90 (27-32)
Water	74-79 (24-26)	82-86 (28-30)	80-84 (27-29)	77-82 (25-28)

Children: Children under the age of 15 years are not allowed on Azores dive charters.

Medical: Our pre departure safety video can be viewed here: The boat has comprehensive medical plans for diving and non-diving emergencies and has first aid kits, oxygen and defibrillators available. Emergency plans vary from itinerary to itinerary but you should consider that you might be many hours away from medical care or a recompression facility. None of our itineraries are in areas that are considered a risk for Malaria but inoculations for Hepatitis A, Typhoid, Polio and Tetanus are recommended. As always, your physician should be consulted on these and other questions you may have about traveling to the tropics. We strongly recommend drinking plenty of water and other non-alcoholic fluids during your stay.

Gratuities: Gratuities are not included in your vacation and are not mandatory. If you feel the Atlantis Team helped make your trip enjoyable and you received a superior level of service may we suggest a gratuity of approximately 10% of your vacation price. Envelopes are provided where you may choose individual team members, departments or the whole staff with whom to share your tip. Gratuities cannot be charged to a credit card thus one should plan to bring enough cash for gratuities.

CONTACT US WITH ANY OTHER QUESTIONS OR CONCERNS

If you have other questions feel free to visit our web site, www.atlantishotel.com, email us at reservations@atlantishotel.com or talk to your group leader or agent.

Please like us on Facebook: facebook.com/AtlantisDiveResort

Once again we look forward to having you with us soon.