

Dolphin Scuba Reservations Office

Office Hours

1530 El Camino Ave Sacramento, CA 95815

Monday-Friday: 9 am – 7 pm

Saturday: 9 am – 4 pm

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Emergency/Delay in Travel – After Hours 7 Days a Week
+1-916.929.8188

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 60 days prior to arrival (or when you book if it's within the 60 day period).

Required documents for diving permits - 60 days before arrival:

Bohol/Malapascua-Cebu Charters: Copies of guests dive certifications are required a minimum of 60 days before embarkation.

Tubbataha Charters: Copies of guests passports are required a minimum of 60 days before embarkation.

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 (USA and Worldwide): <https://diveassure.com>

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 transfer in USD only.

Money to Bring:

The local currency is the Philippines Peso (Php). Personal charges are billed in pesos.

Payments can be made using either cash or credit cards. All major currencies are accepted (based on the daily exchange rate), but change due will be given in pesos only. We do not offer foreign exchange services onboard Azores or at the resorts.

There are no charges for using credit cards for services and/or purchases, though your credit card may charge a foreign transaction fee. We accept VISA, MASTERCARD or AMERICAN EXPRESS.

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

USD cash may be accepted at some local establishments and at the airport for terminal fees.

There is an ATM in Puerto Galera, Dumaguete City and Puerto Princesa. 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 (mandatory)** 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 Puerto Galera (Coron, Apo Reef and Anilao Charters): These charters go in and out of Atlantis Puerto Galera. Travel to Atlantis Puerto Galera from Manila is a 3 -3 ½ hour van and boat transfer. Departure time is 7pm.

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 7pm.

Travel to Dumaguete (Bohol and Cebu-Malapascua Charters): Travel to Atlantis Dumaguete is usually a 1-¼ hour domestic flight from Manila. Charters operate in and out of Atlantis Dumaguete, which is 15km from Dumaguete airport; about a 30-minute drive. Departure time for both charters is usually early the following morning.

We highly recommend guests arrive into the Philippines a day prior to their Azores charter departure Date. We can assist with local hotel reservations in Manila or Puerto Princesa. An early arrival is especially emphasized for Tubbataha trips. In cases where guests miss flights, the carter will not wait for them and the boat will depart on schedule.

Manila Airport & Flight Information

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 exclusively handle all Philippine Airlines (PAL) Flights

Terminal 3: Handles all Cebu Pacific flights as well as ANA, Air Asia, Cathay Pacific, Delta, Emirates, KLM and Singapore Airlines

Connections between terminals requires land transfers – our reservations team will advise of transfer times and options.

Guests connecting between a Philippines Airlines (PAL) international flight to a Philippines Airlines (PAL) domestic flight (or vice-versa) with same day transit, will be directed to PAL transfer services and do not need to transit between terminals via public roads. Please follow PAL staff directions. This transition shortens the inter-terminal transfer time, but also means that Atlantis staff cannot meet you for your inter-terminal transfers. Please be sure to check your luggage through to your final destination, if other than Manila.

Terminal Fees/Taxes: There is an international terminal fee of Php750 (approx. \$15) when you leave the Philippines. The domestic terminal fee in Manila is Php200 (approx. \$4). Provincial (Dumaguete, Cebu and Puerto Princesa) domestic terminal fees are approximately Php150 (\$3).

Carry-On Luggage Restriction: Philippines Office for Transportation Security has issued new rules that include 'Scuba Diving Equipment' (including regulators) on the list of blunt instruments that are not to be in carry-on/cabin baggage on flights originating within the Philippines. Please ensure that all scuba equipment is secured within checked-in baggage on all domestic flights and on all departing international flights.

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

Check-in Baggage Allowance and Excess Baggage with Domestic Airlines

For Cebu Pacific our domestic tickets include 32 Kg/70 lbs.

This can be upgraded to:

- 40 Kg/88 lbs total - \$50 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

For PAL our domestic tickets include 20 Kg/44 lbs.

This can be upgraded to:

- 25 Kg 55lbs total - \$22 round trip add on
- 30 Kg/66 lbs total - \$40 round trip add on
- 35 Kg/77 lbs total - \$50 round trip add on
- 40 Kg/88 lbs total - \$70 round trip add on

Note: Passport names and date of birth must be received at least 90 days prior to arrival to book domestic flights. Confirmation of upgraded weight requirements requires 4 days advance notice of flights. Maximum weight per bag cannot exceed 30 Kg/66 lbs.

At the airport, excess baggage is charged at Php224 (approx. \$4.50) 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 7 Kg/15 lbs for hand carried luggage.

Additional luggage fees for both airlines may be charged to personal bills at either resort or on Azores.

Manila Hotel Stays: Guests staying in Manila overnight where Atlantis has booked the hotel do not need to pay the hotel directly for accommodations. Atlantis has already paid this charge and it will be added to your resort personal bill. If the hotel staff requests you do so please **do not pay** and kindly refer the hotel staff to contact Atlantis.

Personal hotel charges such as room service, meal and lounge charges, breakfast (included only in Belmont Hotel rate), minibar, etc. do need to be paid upon checkout.

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.

Note: 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 is 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 beer, wine and local rum 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

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 one night dive (five dives total) to choose from. For Tubbataha we schedule four dives per day. This is usually three day dives and a dusk dive all of at least one hour; this is reflective of the best times to see the UW life of Tubbataha and that night dives may not be possible due to currents and or surface conditions (given the remote location of the diving).

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

For the Tubbataha and Coron charters, we highly recommend a minimum of 25 dives and an Advanced Diver certification. Divers that cannot document training or experience below 18m/60ft or night diving may not be allowed on these dives. Some of the wreck dives in Coron are at depth and in challenging conditions. We do not allow penetration of the wrecks. Tubbataha diving is typically deep (24m/80ft to 30m/100ft) multi-level wall dives and moderate to strong currents are not unusual.

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.

Drones: **Guests may not use Drones at Tubbataha without acquiring a permit in advance.**

Hefty fines are imposed by the Tubbataha Management Office for non-compliance. Please contact us for more information.

Diving Documents & Medical: Please bring your certification card and log book. If you require Nitrox, please bring a Nitrox certification card. All divers are asked to sign a waiver on arrival.

Rental Equipment: Rental equipment is available at Atlantis Dumaguete for the Bohol and Cebu-Malapascua charters and Atlantis Puerto Galera for the Coron-Apo reef 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.**
Each diver must have his or her 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.

Snorkeling at Tubbataha: The Tubbataha Park Authority does not allow snorkeling at Tubbataha Reef.

Technical & Rebreather Divers: Please contact us for more information.

Tanks: The boat has 40 x 80cf/11l tanks with DIN / Yoke Valves and a limited number of 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: 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. Guests are required to have both medical and diving health insurance.

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 at the resort 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; therefore one should plan to bring enough cash for gratuities.

CONTACT US WITH ANY OTHER QUESTIONS OR CONCERNS

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