

Contact Emperor Fleet, Indonesia: Indonesia country code is 0062 + local number dropping the 1st 0.

Emperor Harmoni Cruise Director +62 822 1030 1781

Emperor Raja Laut Cruise Director: +62 821 4595 6719

In the event of an emergency, family and friends can contact our staff on any of the numbers above. Outside of office hours or signal range they can be contacted on: +62 811 3830 9247

Passports & Visas: All guests must have a passport valid for at least six more months after arrival and must have at least 3 blank/unstamped pages in the passport. Guests are responsible for checking with an Indonesian Embassy that, for the passport they hold, a visa can be issued on arrival in Indonesia. All visitors must be in possession of a return/onward flight ticket. **Insurance:** It is a condition of your contract with Emperor Divers that you purchase comprehensive dive and travel insurance cover specific to your booking. Emperor Divers will not be responsible for any financial loss incurred by issues beyond our control such as, but not limited to; weather, 'Act of God' or changes made by the local authorities. You are responsible to check that these include:

- Dive Injury Insurance: covering all risks, costs and expenses likely to be incurred as a result of a diving injury, including but not limited to re-compression chamber treatments, air evacuation, and loss or damage to possessions. This insurance should cover all scuba diving or water sports activities that you are likely to undertake during your trip, and
- Medical Evacuation Insurance: covering all risks, costs and expenses likely to arise from a diving or non-diving injury requiring your evacuation to a place of specialist care, including but not limited to low altitude air evacuation; specialist treatment and direct; and indirect losses; and
- Comprehensive Travel Insurance: valid at the time of booking to cover any pre-departure cancellations should you have to cancel your trip for an insured reason such as illness or serious accident, any changes or cancellation to your travel plans, loss or damage to your luggage and contents.

You must be satisfied that your insurance fully covers all your personal requirements including pre-existing medical conditions, cancellation charges, medical expenses and repatriation in the event of accident or illness, diving injuries and medical evacuation. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

Should diving insurance not be obtained prior to your departure, it can be arranged on arrival, pricing information can be found on the relevant product price list or contact us questcare.indonesia@emperordivers.com.

On arrival: Guests arriving at the required airport on the check-in day will be met by a representative, wearing a uniform and holding a sign representing the boat for your trip. The meeting point is at the main exit, after you have collected your luggage. If guests are staying at an hotel, a pick-up will be organised before 09:30 (exact time to be confirm the day before departure)

Transfers to and from the liveboard: Transfers to and from the boat and to the local airport will be arranged in accordance with your flight time, wherever possible. We aim to have everyone on board by 9:30 am on arrival day and we will leave port as soon as all the clients are on board. Check out begins early morning on the day of disembarkation and all guests are required to disembark no later than midday. Please check your trip check in and check out timings per trip, as they may differ.

Domestic / Internal Flights: It is highly recommended that travellers arrive 90 minutes before departure for domestic flights due to check-in delays in remote locations. It is also recommended to book the earliest possible flight to the departure city of the boat in case of delays. Emperor Divers Indonesia cannot be held responsible for delays and cancellations of domestic airlines and cannot wait for departure to the following day with all other guests on board. Some domestic airlines allow only 10-15 kilos of baggage, but excess baggage is usually only charged at RPH20-30,000 per kilo. (approx. US \$2.00). Garuda Indonesia is our recommendation for the most reliable, diver (baggage) friendly airline.

Diving in Indonesia: Emperor recommends a maximum diving depth of 40 metres. Your maximum diving depth will be dependent on your level of training and experience. It is your responsibility to check what depths your insurance policy covers you for before your arrival. Unpredictable and strong currents are to be expected anytime, but especially in periods of new and full moons. We recommend that you are certified to 30 metres and are comfortable with drift dives. Decompression diving, solo diving and technical diving is strictly prohibited.

Diver Experience: We require all divers to be certified to Advanced Open Water or equivalent and hold a minimum of 50 logged dives for Komodo and 30 logged dives for Raja Ampat. Please check each itinerary for further information.

Scuba Review & Check Dive: advises divers to follow the agency recommendation for safety reasons. Many agencies recommend a Scuba Review if it has been longer than six months since your last dive and should be completed prior to your arrival and signed by an instructor in your diving logbook. Every diver, regardless of their qualification or experience will be scheduled to dive their first dive at a local/sheltered dive site. This dive allows you to orientate yourself in your diving environment and acquaint yourself with your equipment. In the interests of safety, Emperor Indonesia reserves the right to restrict diving activities if the instructor has any concerns regarding diver safety.

The Dive Guides: For all diving sites visited our dive guides will give you a detailed and comprehensive dive briefing before you enter the water. It is mandatory in Indonesia to dive with a dive guide. Emperor Indonesia has a minimum of two guides on board. Please check the boat details for more information. When the guide is in the water, they will remain with the group to navigate the site and to look out for any interesting marine life to show you.

Diving for Qualified Divers: As qualified divers you are expected to be able to dive to a standard as per the certification and experience requirements outlined. You are responsible for your own and your buddy's safety during the dive and to plan your dive and dive your plan by using a personal dive computer. You must begin, execute and end the dive with your dive buddy. Should you be a single diver a buddy will be allocated on board. There will be no diving on arrival and departure day and all divers must ensure that they leave a minimum of 24 hours between their last dive and their flight departure.

Courses: We offer a range of courses on board. Courses are subject to availability and itinerary and must be requested prior to boarding. If you are taking part in any course, you are required to sign a PADI medical form prior to starting the course. If you have, or think you have, any of the medical conditions listed you will need signed clearance from a doctor valid within 12 months of starting your course. Where doctor's clearance is needed, we ask you to arrange this before arrival where possible and to bring it with you to avoid any delays, additional costs or cancellation.

Snorkelling/Non-divers: Both snorkelers and non-divers will be required to complete a liability form at the time of check in. Snorkelling can be taken from the tender when an Instructor/Guide is on board to observe or unless the snorkeler is accompanied in the water by a certified diver. We ask all snorkelers to wear a floatation aid at all times. Whilst every effort will be made for non-diving guests wishing to snorkel or guests wanting to try scuba diving, some itineraries or dive locations may not be permitted for safety reasons.

The Captain: An important man! He will decide, along with the dive guides, where you go and when. Often dive sites can look like a millpond on the surface and to the uninitiated it seems perfectly acceptable to dive. However, if the captain and guides say no, please accept their decision. Safety is the foremost concern of our knowledgeable captain and dive guides. The sea is a dangerous place when not respected, so please accept the alternative plan as best you can.

Itineraries & Dive Sites: All itineraries and dive sites are subject to various unpredictable changes including weather conditions and changes in Government approval. Whilst Emperor Indonesia makes every effort, we cannot guarantee diving at specific sites. In adverse weather conditions the guides and captain of the boat will have the final decision about which dive sites to visit to ensure that the guests, staff and boats safety is not

compromised in any way. If in the unfortunate event that dives are missed, or dive sites are not reached due to weather conditions or other unforeseeable changes, Emperor Indonesia will not offer a refund or compensation.

Equipment: is available for rent from Emperor Indonesia and we ask that you request your equipment before you arrive on board. We need to know normal sizes, height, weight and shoe sizes to prepare the correctly sized equipment for you. We have ample storage space for your equipment and there is a spares box on board. We suggest that you bring the following:

- Mask, snorkel, fins, boots, wetsuit, regulator, BCD, SMB (with a minimum of 5 metres of line to deploy during the safety stop), reef hook and a dive computer with spare batteries and a torch for any night dives.
- The average water temperature is 27°C, however, it can be as low as 20°C in South Komodo. We recommend a 3mm-5mm shortie or wetsuit for most trips and 5mm full suit with hood for South Komodo.

All divers are required to use a dive computer, SMB and carry Reef Hooks for every dive and a torch each for night dives throughout their liveboard experience for safety reasons. Please bring your own or ask us what is available on board.

Tanks & Adapters: We have DIN tanks and INT adapters available on board. We strongly advise divers with M26 regulators to bring adapters to fit DIN tanks. We only provide standard tanks, no LH/RH valves or rigging.

Nitrox: Emperor Indonesia is equipped to offer Nitrox facilities and Nitrox fills (normally 32%) are offered free of charge, subject to demand and availability. Please inform the dive guide in plenty of time to ensure that your tank is ready for your diving. If in the unfortunate event that nitrox is not available, Emperor Indonesia will not offer a refund or compensation.

Photo & Video equipment: Recharging facilities and rinse tanks are available on board. You are asked not to charge items in your cabin left unattended or while you sleep for safety reasons.

Cabins: All the cabins accommodate two guests either in a double-bedded cabin or twin berth cabin. Cabins are pre-sold and allocated prior to arrival.

Bathrooms: All bathrooms are equipped with a shower, sink and toilet. Please take extra care in the bathrooms not to slip and always use the shower curtain/door. Placing toilet paper down any toilet on board is not acceptable. This not only risks blocking the system, but it also finds its way into the delicate reef systems causing irreparable damage. Wastepaper bins are provided in all bathrooms and are emptied regularly. **Hot water:** Short showers are the order of the day on liveboards as hot water is in short supply

Air-conditioning: All cabins have individually controlled air-conditioning. Air-conditioning uses a lot of power and energy, so we ask you to please be kind to the environment and don't leave the air conditioning on in your cabin when you are elsewhere on board.

Housekeeping: You will be provided with a bath and hand towel, plus an additional towel for use on deck. You may wish to bring an extra towel with you. Dive towels are available on the deck and are changed every day. The housekeeping crew will clean your cabin daily, generally after your first or second dive of the day. Towels are changed every 3-4 days and bed linen are changed once a week. For any additional cleaning required or change of towels please speak to the Cruise Director who will be able to assist you.

Luggage: Whilst you may be advised where to store your luggage, you leave your belongings there at your own risk.

Food & Drink: The meals on board are usually buffet style with a variety of Indonesian and International dishes to suit everyone. Indonesian food is traditionally a bit spicy, fish is available on board, mostly frozen with a few fresh catches along the way. Water, tea and coffee are complimentary. Soft drinks, fresh juices and alcohol (cocktails, spirits, wine and beer) are chargeable. **For any special dietary requests, such as vegetarian or any allergies, please inform us prior to arrival.** We source items locally, therefore items such as, but not limited to; wholemeal pastas or flour, gluten free products or soya substitutes are not typically available.

Alcohol: Alcohol is available to purchase on board and guests are welcome to bring their own alcohol on board. Guests will not be permitted to dive after consuming alcohol or under the influence of a hangover as this seriously impairs your judgement and increases your risk of decompression sickness. If the guides deem that you are unfit to dive you will be asked to sit out the dive. Your safety and wellbeing are paramount so this request by the dive guides will only be made to avoid accidents.

Behaviour: Anti-social or aggressive behaviour will not be tolerated and individuals who cause a disturbance to other guests may be removed from the liveboard.

Children: Children aged 15 years or younger must be supervised by a parent or designated responsible adult at all times. Children may be accepted on board for a full or private charter, subject to consent from the group leader. Emperor Indonesia cannot provide a legal chaperon service.

Electricity: 2 pin and international multi using 220 volts AC 50Hz.

Taxes: Port and marine park fees are included in the price of your liveboard. All equipment rental, special tank requests and any on board purchases are paid locally and will include 11% sales tax.

Currency accepted on board: All prices are in Indonesian Rupiah (IDR) when on board. Payment by card is in IDR. We also accept cash in Euros, US Dollar, UK Sterling Pounds, and US dollars. Payments in other currencies will be converted at the current exchange rate using www.xe.com.

Tips on board: Emperor Indonesia believes that tips should be on a voluntary basis depending on the quality of your service from the guides and the crew. You will find an envelope in your cabin and the general recommendation is 10% of the price paid. Please feel free to leave what you think is acceptable and it will be equally shared between the guides and crew.

Language: The national language is Indonesian. English and other languages are widely spoken within tourist areas.

Health: Check with your local doctor for recommended vaccinations. Remember to bring any prescribed medicines and pack them in your hand-luggage when travelling. If you dive with a prescription mask, we would advise you to pack this in your hand-luggage too.

Time: Indonesia is spread over three time zones; the Western region (Jakarta) is GMT+7hrs, Central region (Manado, Bali, Makassar, Labuan Bajo) GMT+8hrs, and Eastern region (Sorong, Ambon, Saumlaki, Dobo, Kaimana) GMT+9hrs.

Packing; remember to bring:

- Personal clothing & toiletries
- Small medical first aid box, ear plugs are recommended if you are a light sleeper
- Prescription medicines and prescription mask if you need one (pack in your hand-luggage when travelling)
- Water-proof bags to store electronic items (land camera, passports) in case of water damage whilst on board
- Note: Hard suitcases are hard to store on board so please use roll up/collapsible style bags where possible

Essential paperwork; remember to bring:

- Logbook with your most recent dives in
- Valid diving association certification proof
- Valid travel insurance
- A copy of valid diving insurance details per person (translated in English by your insurance company if not already) stating the start and ending date of the diving cover with the exact diving insurance covered by the policy. Without this document, you will be required to purchase diving insurance locally before you may begin diving.
- Booking voucher and holiday details (from your travel agency if not booked directly with Emperor Indonesia).

Nice to bring but not essential: Media portable drives, tablet/laptop, mobile phone, video/photo camera and chargers.

And finally: If you experience any problems during the week, please ensure that these are raised with the Cruise Director as soon as is practically possible. The Cruise Director can remedy the problem on board the majority of the time. However, if something remains unresolved make sure you raise it with the Fleet Manager at the end of your week. With all the will in the world, problems cannot be resolved unless you highlight them. If you have any concerns, please raise them. For more details on Emperor Indonesia's liveboards, please email guestcare.indonesia@emperordivers.com

FORMS TO COMPLETE

Medicals: All diving guests are required to sign a [medical form](#) before commencing any diving, snorkelling or swimming activities.

If you are taking part in a course, you are required to sign a [PADI medical form](#) prior to starting the course. In both cases, if you have, or think you have, any of the medical conditions listed you will need signed clearance from a doctor valid within 12 months of starting your course. Where doctor's clearance is needed, we ask you to arrange this before arrival where possible and to bring it with you to avoid any delays, additional costs or cancellation.

Liability Release: All diving guests are required to produce a valid certification/qualification and sign a completed registration form/waiver prior to commencing diving activities. A sample can be sent on request.