



Archipelago Resorts & Fleet Guest Booking Policy & Procedure 2008

Guest Booking Policy and Procedure

Cruises booked with Archipelago Resorts & Fleet have the following Inclusions and Exclusions.

Inclusions

- Cruises include all SCUBA activities, tanks, weights and weight belts.
- All scheduled land tours.
- All meals and snacks, water and canned soft drinks whilst aboard the vessel.
- All necessary land transfers in ports other than the international arrival port.

Exclusions

- International and Domestic air travel.
- Harbour Fees & Village donations.
- Land transfers in international arrival / departure port.
- Private Land Tours, accommodation prior to and after the cruise
- Travel Insurance
- Alcoholic beverages
- Gratuities to crew
- Dive equipment rental
- Fuel Surcharges
- Marine Park Fees and Village donations

Detailed documentation of the policy and procedure follows below.

1. Reservation System

- 1.1 Reservations can be made via fax or email with Archipelago Resorts & Fleet.
- 1.2 Cruise bookings are not confirmed until a deposit of 25% has been received by Archipelago Resorts & Fleet.
- 1.3 Bookings must be accompanied by a completed diver registration document, signed waiver and evidence of diving certification for every participant.
- 1.4 Complete payment must be received 90 days prior to the departure date.
- 1.5 Any bookings made less than 90 days prior to the cruise departure date will require full payment upon confirmation.

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- 1.6 Any payment received is deemed an agreement with policies stated hereafter, also a statement that the individual is physically fit to partake in the cruise.
- 1.7 Upon receipt of the final payment, Archipelago Resorts & Fleet will confirm the transfer has been received. Please inform the Bali office of international flight arrival arrangements as soon as possible so that relevant logistics can be organised.

2. Methods of Payment

- 2.1 Wholesalers, travel agents and Dive shops will make payment by bank transfer. A personal cheque from the guest is not acceptable.
- 2.2 All payments must be in US\$
- 2.3 When payments are made by wire transfer, ALL bank fees will be assumed by the guest and not by Archipelago Resorts & Fleet. These fees must be added to the total amount transferred. If there is not a direct specification from the payee to the bank, the fees will be deducted from the balance deposited to Archipelago Resorts & Fleet and the invoice will still show a balance due.
- 2.4 Guests will not be permitted to travel when balance is still due to the company.
- 2.5 Archipelago Bank Account Details :

Account name : PT. BIP Nusatirta
Bank : BCA Bank
Branch : KCP - Gatot Subroto, Jakarta - Indonesia
Account no. : 145 – 801 0004
Currency : USD
Swift code : CENAIJJA
Address : Jl. Jend. Gatot Subroto Kav. 23
Jakarta 12930, Indonesia

3. Late Payment

- 3.1 The penalty of 2.5% (two point five percent) will be added to the outstanding balance if the guests settled the payment within 1 (one) to 7 (seven) days from the deadlines of the invoice.
- 3.2 The penalty of 3% (three percent) will be added to the outstanding balance if the guests settled the payment within 8 (eight) to 14 (fourteen) days from the deadlines of the invoice.

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- 3.3 The Owner shall have the right to cancel the charter if the guests still remain unsettled the outstanding balance (including the penalty) after 14 (fourteen) days from the deadlines of the invoice. At which stage, all monies accepted by the Owner shall not be refunded to the guests.

4. Amendments to Reservations

- 4.1 An administration fee of \$250 per person will apply to the amendment of a reservation if it is received in writing 91 days or more prior to departure date.
- 4.2 To change reservation dates 90 days or less prior to departure date will be deemed a cancellation and will be refunded only if the space is rebooked and the vessel cabins are full.
- 4.3 Half and full charters dates are not changeable, unless agreements are acceptable and agreed then documented by Archipelago Resorts & Fleet.
- 4.4 No bookings can be overtaken by a wholesaler, travel agent or dive shop once deposits have been paid direct to Archipelago Resorts & Fleet.
- 4.5 Alterations to reservations must be made in writing to Archipelago Resorts & Fleet.
- 4.6 The date the fax or email is received will be deemed the cancellation date.
- 4.7 For written communications received on a Saturday or Sunday or a Public Holiday, the next working day will be deemed the alteration date.

5. Substitute Passengers

- 5.1 Reservations can be changed between one guest and another. The new guest will be subject to the same contract obligations as the original guest.
- 5.2 A Reservation Amendment fee of \$250 will be incurred by the original guest, as highlighted in the *Amendments to Reservations* section of this document.
- 5.3 Passenger substitution will be allowed until 7 days before the departure date.

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6. Cancellation Policy

- 6.1 Cancellation 91 days or more prior to departure date will incur an administration fee of \$350 per person and the remaining monies will be returned or credited against future expeditions.
- 6.2 Cancellation 90 days or less prior to departure date will receive no refund for the cruise.
- 6.3 Cancellation must be made in writing to Archipelago Resorts & Fleet. The date the fax or email is received will be deemed the cancellation date.
- 6.4 For written communications received on a Saturday or Sunday or public holiday, the next working day will be deemed the cancellation date.
- 6.5 Any bank transfer charges incurred as a result of cancellation will be borne by the diver and not by Archipelago Resorts & Fleet.
- 6.6 For **Charter and Group Booking cancellation policies**, please refer to the **Full Charter and Half Charter Policy PDF**. Please request this from Archipelago at the time of booking.

7. Insurance Requirements & Liability

- 7.1 Archipelago Resorts & Fleet vessels are insured, however all guests joining the cruise must have their own individual medical evacuation insurance.
- 7.2 Archipelago Resorts & Fleet **HIGHLY** recommend that every diver acquires a comprehensive trip cancellation, trip interruption, accident, medical, and baggage insurance policy immediately upon confirmation of booking.
- 7.3 Archipelago Resorts & Fleet **STRONGLY** recommend Diver Alert Network (DAN) insurance or DAN Travel Assist as effective emergency assistance. www.danseap.org
- 7.4 Archipelago Resorts & Fleet takes no responsibility for matters developing from delayed or cancelled transportation services, or scheduling beyond our control, be it domestic or international transportation.
- 7.5 Archipelago Resorts & Fleet takes no responsibility for lost or damaged dive equipment prior to, during or after the cruise.

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8. Arrangement Alterations by Archipelago Resorts & Fleet

- 8.1 In some situations, itineraries or services may be required to be changed due to unforeseen circumstances.
- 8.2 Archipelago Resorts & Fleet will make every available effort to provide services to the same standard as originally agreed.
- 8.3 Archipelago Resorts & Fleet will inform the guest or agent of any necessary changes at the earliest opportunity.

9. Cancellation by Archipelago Resorts & Fleet

- 9.1 Archipelago Resorts & Fleet reserves the right to adjust or cancel cruises in such cases that the guest's actions give cause to do so.
- 9.2 All monies paid to Archipelago Resorts & Fleet will be refunded.
- 9.3 Archipelago Resorts & Fleet reserves the right to cancel cruises for an unavoidable reason and will inform guests and agents at the earliest available opportunity.
- 9.4 Archipelago Resorts & Fleet also reserves the right to cancel a cruise as a direct result of Acts of God, natural disasters, epidemics and also uncontrollable acts of man; for example war, terrorism, riots and strikes.
- 9.5 In any event of a situation such as this arising, Archipelago Resorts & Fleet will inform guests and agents at the earliest opportunity.

10. Harbour Fees and Village Donations

- 10.1 All guests are required to pay harbour fees and donations to villages visited during the itinerary. This is a way of ensuring the protection of the diving environment.
- 10.2 Archipelago Resorts & Fleet reserves the right to adjust these fees up to 4 weeks prior to the cruise departure date.

11. Surcharges

- 11.1 A fuel surcharge of US\$20 per guest per night aboard is currently required due to the increase in oil prices across the globe.
- 11.2 All incurred surcharges are to be paid direct to Archipelago Resorts & Fleet in the final invoice prior to the departure of the vessel.

- 11.3 Archipelago Resorts & Fleet reserves the right to apply additional surcharges in the wake of extraordinary circumstances or events. These can include currency fluctuations and short notice governmental taxation increases for items required for the cruise.
- 11.4 Archipelago Resorts & Fleet will inform divers about any additional surcharges in writing up to a maximum of 4 weeks prior to departure.

12. Single Supplements

- 12.1 All prices are quoted per person and on a share basis in a double occupancy cabin.
- 12.2 Single guests must be made aware that bookings will be accepted for same gender guests wishing to join the cruise, these will be paired into joint single cabins.
- 12.3 If a guest specifically requests a single room, a supplement of 50% of the cruise price will be added.

13. Non Diving Companions

- 13.1 Non- divers accompanying a diver aboard the vessel are entitled to a 10% reduction from published price.
- 13.2 Non diving reductions do not apply to Half Charter, Group Bookings or Full Charter bookings and are therefore at the discretion of the group leader.

14. Minimum Age

- 14.1 The minimum age for guests aboard the vessel is 10 years old, if the minor is a certified diver, accompanied by an adult.
- 14.2 The minimum age for non-certified guests is 16, unless specified in writing by Archipelago Resorts & Fleet management.
- 14.3 A group making a full charter are exempt from minimal age limits, however, parents or guardians are asked to complete additional documentation beforehand.

15. Last Minute Bookings

- 15.1 Reductions may be applied for bookings made within a short period of time prior to departure date, this is solely the discretion of Archipelago Resorts & Fleet Management

16. Flight Delays

- 16.1 Time of departure of the vessel from the harbour can be variable depending on tides and arrival of passengers. If the vessel is forced to leave dock when a passenger is delayed, it is the responsibility of the guest or airline to pay for transfer to the vessel.
- 16.2 Every effort will be made to transfer the guest to the Archipelago Resorts & Fleet vessel as soon as possible, however if the guest is unable or unwilling to meet the vessel for any reason their complete booking is forfeited.

17. Lost Luggage

- 17.1 Archipelago Resorts & Fleet takes no responsibility for luggage or dive equipment which is lost or delayed by any airline. Free rental dive gear will be provided free of charge where equipment is available and hasn't been requested by any other guest on the cruise.

18. Refunded Payments

- 18.1 Any refund due from Archipelago Resorts & Fleet will be processed as quickly as possible, however guests may have to wait up to 1 month for refund.
- 18.2 Archipelago Resorts & Fleet will not assume bank charges for any refund resulting from cancellation or actions as a result of the guest.

19. Price Changes

- 19.1 Cruise prices, terms and conditions are subject to change at any time, without notice, however, cruise prices are guaranteed upon receipt of deposit confirmation letter from Archipelago Resorts & Fleet.
- 19.2 Hotel rates, Harbour Fees, Village Donations, taxes, flights and other subsidiary charges are subject to change without notification. Any increase in these charges will be passed directly on to the guest.

20. Additional Extra Purchases

- 20.1 It is understood that each individual group member will be responsible for their own incidental charges including, but not limited to sales items, film processing and any souvenirs purchased

21. Complaints & Shortcomings

- 21.1 Any complaints should be made as soon as possible to the Archipelago Resorts & Fleet management team. Complaints during the cruise should be made quickly to the cruise director and will be resolved immediately where possible.
- 21.2 When issues can not be resolved immediately on the vessel, the Bali office should be notified in writing within ten days of the final date aboard the vessel.