

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: <https://www.atlantishotel.com/GMS/register.php>
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 highly recommended.**

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 at the resorts.

There are no resort 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 Sabang, Puerto Galera and in Dumaguete City. 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

Meet and Greet: If your domestic transfer arrangements and/or Manila hotel arrangements have been booked with us we will provide concierge assistance in Manila. Our reservations team will provide maps and details on where to meet our staff.

Travel to Puerto Galera: This is approximately a 2 -2 ½ hour private van/bus ride followed by a 1 hour bangka ride. Bangkas are large outrigger boat with inboard diesel and seats approximately 20-24 persons comfortably. At the airport, once you meet your driver upon exiting baggage area and customs, our staff will load your luggage. Our driver should be wearing an orange Atlantis polo shirt and will usually have a sign with guest or group name. The private van or bus will usually stop at a service station for refreshment. Please note that neither the pier where you meet the boat or the boat have toilets.

Night navigation is restricted on transfers from Batangas to Sabang, so guests will require a hotel stay in Manila if arriving after noon.

Travel to Dumaguete: Travel to Atlantis Dumaguete is usually a 1 ¼ hour domestic flight from Manila. The resort is 15km from Dumaguete airport; about a 30 minute drive.

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), i.e. PAL to PAL 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. This fee is included in your international ticket and no longer has to be paid in cash. The domestic terminal fee in Manila is Php200 (approx. \$4) and is likewise included in the purchase of all tickets. Provincial (Dumaguete, Cebu and Puerto Princesa) domestic terminal fees are approximately P150 (\$3) and have to be paid in cash. If Atlantis books your transfers within the Philippines to include your domestic round trip economy tickets then these domestic terminal fee are included in the ticket price. If you arrange your own domestic airline reservations then you are responsible for arranging payment of the terminal fees.

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.

AT THE RESORT

Front desk services available: Front desk services include laundry, spa bookings, wake up calls, transfer confirmations, information, dive/beach towels and excursion bookings.

Room amenities: All Atlantis rooms have climate controlled air conditioning, four-speed fans, fully stocked minibars including emergency toiletries (prices are very reasonable), cable TV with free movies, sports and news channels, digital safety box for your valuables and solar heated water. Tap water in the room is not drinkable.

All rooms at both Atlantis resorts are no smoking. Guests may smoke outside or in designated areas.

Shopping: Atlantis stocks a select range of scuba equipment, along with a variety of T-shirts and souvenir items, including some of the best local handicrafts available in the Philippines. Batteries, film, toiletries and so forth are also all available either at Atlantis or locally.

Entertainment: Both resorts have friendly beach bars where the dive staff members gather in the early evening - please join them for a drink or to catch up filling in your logbook, or just to watch the sun go down. Marine Life and video presentations are also arranged on selected evenings.

Towels: Bath towels are provided in rooms along with a token for one additional beach towel each day. There is a charge for extra beach towels.

Electricity: Power at both resorts is 220V. Transformer or 110V are only available in the camera room (with fixed step down transformer). Sockets are flat two or three pin - American style. Both resorts have back-up generators in case of power interruptions.

Internet Access and Phone Calls: Our rooms do not have phones but you make phone calls (local or international) from the front desk during open hours for a fee. Wireless and LAN Internet connections are available at both resorts from either our desktop computers or your own laptop. Internet connection is complimentary with your vacation.

Dress Code: Neither resort has specific dress codes however no swimwear or wet clothing is allowed in the restaurant areas; further we do ask that men wear a shirt in the restaurant areas.

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 alcoholic and non-alcoholic beverages throughout the day. Diving is prohibited after drinking alcohol. Brewed coffee, hot tea, iced tea and filtered water are complimentary throughout the day. Italian, other specialty coffees and fresh juice are complimentary only until 10am with breakfast, but available for a fee after that. **A corkage fee is charged on alcoholic beverages consumed at the resorts not purchased there.**

Water: Filtered water served in the resort restaurants and dive shops is safe to drink and free of charge; you are welcome to refill bottles to take to your room. Tap water is not safe to drink. We recommend you brush your teeth with, and drink only, either the filtered water we provide or bottled water that is available either in the minibar or restaurant (for a charge).

Food safety: We highly recommend that you eat all your meals in the resort. While many will tell you it is ok to eat food from local establishments and street vendors, please be advised this is a developing country and refrigeration is many times nonexistent. Items the locals or even expats living there have no problem consuming can make those unaccustomed quite sick.

DIVING

Introduction

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; on days with day trips (Apo Island, Verde Island or other day trips) usually only four dives are possible due to travel times. 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 60 feet (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.

Both Puerto Galera and Dumaguete 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).

Mandatory Equipment: **The use of dive computers is mandatory when diving at either Atlantis resort.**

Marine Park Fees: In Dumaguete there are Marine Park fees to pay at the resort; these are not include in vacation prices. Marine Park fees are established by the local authorities and can change at any time. Our Marine Park fees quotes are based on the rates at the time of the quote, however guests are responsible for paying the marine park fee rate that is established for their period of travel.

Underwater Photography: You will also find plenty of dedicated rinse areas in the dive shop and matted surfaces to work on. Resorts have dedicated photo rooms with additional facilities including air gun, lighted workbench, storage facilities and more.

Diving Documents & Medical: Please bring your **certification card (mandatory)** 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 both resorts; unless otherwise specified in your voucher pre booked dives only include tanks, weights, boat and guide.

Nitrox: Nitrox 32 is available at both resorts for an additional fee.

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

Dive Courses: Most PADI courses from kids programs to professional training are available at both resorts. If you would like to use your time to improve your skills such a Nitrox or Naturalist Course please contact your tour organizer for details. It is possible to exchange dives for dive courses. If you haven't been diving for a while both locations offer scuba tune-ups.

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)

Note: Dumaguete tends to be a little warmer than Puerto Galera on average.

Medical: Both resorts have contingency medical plans for diving and non-diving emergencies and have first aid kits, oxygen and defibrillators. The closest recompression chamber to Puerto Galera is Batangas and the closest to Dumaguete is Cebu. Full DAN oxygen kits and first aid kits are included on day trip boats to Verde Island, Apo Island and other island trips but not local dives (travel times are around two to fifteen minutes maximum on these). However we do have a pony bottle with oxygen and regulator on all local dive trips. Guests are required to have both medical and diving health insurance.

Neither location is 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.

Environmental Users Fee (Puerto Galera Only): A Php110 (approx. \$2.20) 'Environmental Users Fee' is added to all personal bills for those aged between 12-60. This fee is a local government imposed tax to raise money for projects to help sustain the local environment (for example a water treatment plant).

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

Follow us on Instagram: [@atlantisdiveresorts](https://instagram.com/atlantisdiveresorts)

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