

ATLANTIS

DIVE RESORTS

PHILIPPINES

www.atlantishotel.com

Frequently Asked Questions

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.

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Arrival

Please check for details of what is included in your package; typically all land, air and sea transfers are included as well as "meet and greet" at the airport. If you are not traveling with a group or tour leader please ensure you have the resort contact details with you. Airport maps and details of how and where to contact our service providers are available from our reservations team.

Travel To Dumaguete

Is usually a domestic flight from Manila. Free Baggage allowance for both PAL flights and Cebu Pacific is 15 kgs. Excess Baggage – Sports Plus Card: If you are flying with Philippines Airlines domestically or internationally you can apply for a 'Sports Plus Card' to reduce excess baggage payments. For domestic flights there is a charge of US\$40.00 that covers all excess baggage charges (up to 40kg or 88lbs) for a period of one year. For details and applications please contact our reservations team; we require at least two weeks notice. There is a terminal fee of PhP200 per person. Porters are available to assist with luggage (PhP20 per piece is about the norm). In Dumaguete please walk through the arrival building to the Atlantis representative and give him your luggage tickets; do not try and retrieve your own luggage. The domestic flight is approximately 60 minutes and the drive to the resort is about 30 minutes. (If you are traveling directly to Dumaguete please check with our reservation staff as to where you will pick up your domestic flight tickets). If you are arriving via Cebu or are making other travel plans please contact us.

Travel To Puerto Galera

Is a two hour van/bus ride followed by an hour's bangka (large outrigger boat with inboard diesel, seats approximately 20-24 persons comfortably. Boats are private) ride. Once you meet your driver (usually with a sign with guest or group name) upon exiting baggage area, your luggage will be loaded by our staff. The van or bus will usually stop at a service station for refreshment. Please note that neither the beach where you meet the boat or the boat itself have toilets.

What's included in your package

Unlimited Day Boat Diving and Diving rules

Between 8am and 4pm; your guide will discuss sites and preferences with you and ensure you get the most from every dive. Currents, conditions and logistics require that all dive groups stay together at all time; typical dive time is 45-60 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 your group leader or agent for options and prices. Both locations require divers to exhibit good buoyancy control at all times, to respect the underwater environment and not wear gloves.

What's NOT included in your package

Airport departure tax of PhP750 collected at the airport in Peso cash or USD (equivalent) (For guests traveling to Dumaguete domestic terminal fees of PhP200 in Manila and PhP30 in Dumaguete). Breakfast drinks (tea/coffee and juice) are included but other drinks with or without meals are not. There are charges for night dives, equipment rental, Nitrox fills (please ask about unlimited Nitrox packages) and day trips. In Dumaguete still camera fees are included; there are additional fees for underwater video use (imposed by local sanctuaries not Atlantis).

For Technical Divers

Please clarify your equipment requirements and dive plans with the resort prior to arrival.

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 automatically receive a 21 day tourist visa on arrival. For guests staying longer or with other passports please either contact the resort or see www.immigration.gov.ph. For a speedy check in we also request all guests to fill in our check in form prior to arrival; please see your group leader/agent or email us for a copy. Please also bring copies of your diving and travel health insurance with you.

Diving Documents

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.

Front Desk services available

At the front desk you can arrange to have laundry done, book massages and other spa services, wake up calls or arrange excursions. You can also change money or request cash advances.

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 movie, sports and news channels), digital safety box for your valuables and solar heated water. Tap water in the room is not drinkable. (All upgraded rooms in Puerto Galera have king size beds, big screen TV sets, coffee & tea making facilities and your own DVD player; internet access is also available via LAN cable as well as wireless connection.)

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.

Internet Access and Phone Calls

Our rooms do not have phones but you make phone calls (local or international) from the front desk during opening hours. Wireless and LAN internet connection is available at both resorts from either our desk top computers or your own lap top. Please ask for details and rates.

Clothing and What To Bring

Dress is very casual and traveling light is recommended – swimsuits, shorts, t- shirts and possibly a sweat shirt or light jacket for the evenings. Neither resort has specific dress codes. Hat, sunglasses and sun screen/protection are of course highly recommended; the sun is very intense even on partially cloudy or cooler days.

Temperature (approximate averages)

	December - March	Late March - May	June - August	September - November
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)
*approximate average - Farenheight (Celsius)				

Dumaguete tends to be a little warmer than Puerto Galera on average. If you plan to dive a lot we recommend bringing extra layers, a hooded vest or thicker suit as during the week you will loose body heat despite the warm water. Full wet suits, shorties and vests are available for sale in Puerto Galera.

Electricity

Power at both resorts is 220V. Transformers (to 110V) are available for camera/battery charging and so forth. Sockets are flat two pin (American style).

Cameras and Film

Both resorts can arrange for processing of film through the front desk; you will also find plenty of dedicated rinse areas and matted surfaces to work on. Puerto Galera and Dumaguete have dedicated photo rooms with additional facilities including air gun, lighted work bench, storage facilities and more. Both resorts have in-house Photo Instructors and offer novice, intermediate and pro programs. Digital Cameras and Strobes are also available for rent.

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 dove for a while both locations offer scuba tune ups and in Puerto Galera you can try tech diving, take tech courses or a tech dive package.

Currency and Money

The local currency is the Philippines Peso (PhP). You may change USD, UK Pounds and other major currencies for PhP at the front desk; USD cash may be accepted at some local establishments. You may settle your bill at the resort for incidentals such as minibar, souvenir items, drinks etc with USD cash, Peso Cash, (other major currencies in cash), USD travelers cheques (please bring the receipt of proof of purchase, VISA, MASTERCARD or AMERICAN EXPRESS (there are no charges for using credit cards). You may withdraw peso cash from the front desk; there is a 10% processing and credit card charge for doing so. There is an ATM in Puerto Galera town and in Dumaguete City.

Medical

Both resorts have comprehensive medical plans for diving and non diving emergencies and have first aid kits; oxygen and defibrillators available at the resort. The closest recompression chamber to Puerto Galera is Batangas; the closest to Dumaguete is Cebu. Oxygen and First Aid kits are included on day trip boats but not local dives (travel time are around two to fifteen minutes maximum). Guests are required to have both medical and diving health insurance.

Neither location is considered a risk with Malaria; but inoculations for Hepatitis A, Typhoid, Polio and Tetanus are recommended along with consulting your physician with regards to 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.

Food/Beverages

If you have special dietary requirements please contact us or your group leader ahead of your arrival. We offer a wide range of alcoholic and non alcoholic beverages throughout the day (diving is prohibited after drinking alcohol).

Water and Food Safety

Atlantis prides itself on being the top resort in both markets it services. Water served in the resort restaurants is safe to drink. Tap water is not. We recommend you brush your teeth with and drink only bottled water, available in the minibar. Both dive shops also have a bottled water dispenser for after dives free of charge however we kindly ask that bottles not be filled from these dispensers. 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 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.

Trip Insurance

In addition to medical and diving health insurance we also highly recommend each guest purchases trip cancellation and interruption insurance; this will protect you from financial disappointment in case unforeseen circumstances prevent you from making your trip.

Gratuities

Gratuities are not included in your package and are not mandatory. If you feel the Atlantis Team helped make your trip enjoyable may we suggest a gratuity of approximately 10% of your package 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. You may charge your gratuity to your credit card but we would prefer cash if possible.

Shopping

Atlantis stocks a large range of scuba equipment, 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 gather in the early evening; please join them for a drink or to catch up filling in your log book, or just to watch the sun go down. Marine Life and video presentations are also arranged on selected evenings; both resorts have kayaks for rent, billiards tables and exchange paper-back book libraries.

Environmental Users Fee (Puerto Galera Only)

A PhP110.00 'Environmental Users Fee' is added to all personal bills for those aged between twelve and sixty. The fee is split in to three parts: PhP50.00 is the environmental users fee itself; a local government imposed tax to raise money for projects to help sustain the local environment (for example a water treatment plant). Php10.00 is a local government imposed tourist exit tax. PhP50.000 goes towards supporting other worthwhile local projects such as beach clean ups, improvement of accident and emergency care, enforcement of local ordinances and infrastructure improvements. Although the onus for many of these projects should fall on local and national government, as with many third world areas, manpower and funding severely restrict the extent to which this will ever happen. Atlantis lends its full support to the collection of 'tourist taxes' as part of efforts to build sustainable tourism in Puerto Galera and a future for its local population.



105 Wharnccliffe Road South, London, Ontario N6J 2K2
1-800-265-3447 or 519-661-1095 travel@squbaholidays.com
www.squbaholidays.com