

## Frequently asked questions regarding:

### Your accommodation

Q – **What if I find that the bungalow is not up to my standards?**

A – All bungalows booked on all destinations are “basic”. That means cozy clean rooms with good service, and in most cases with hot water and air-con. See the details for your bungalow on your Info-PDF. If you want the more luxurious option, you can upgrade your room when you book the package, or when you arrive at the destination. This will cost you an extra fee. Upon arrival, upgraded rooms are in most cases available, but not a guarantee (especially not during high season). It is recommended that you book from home, if you want superior comfort.

Q – **What if I travel with a friend, but like the comfort of my own private room?**

A – The bungalow included in all packages is always fit for two people, with either two single beds or a big double bed. If you want your own bungalow, you can book the “single supplement” either at the initial booking, or at arrival. You will be charged an extra fee for this.

Q – **When I travel alone, will I always have the bungalow for myself?**

A – Yes. If you book the single supplement, you will upon arrival be handed the keys to your own private bungalow. Unless, where applicable, you book a dorm room.

Q – **What if I want extra days before or after my diving package and I haven't booked in advance from home?**

A – In most cases, you can book extra nights of accommodation by contacting the dive center a few days in advance or upon arrival. In all cases it is recommended that you book your accommodation from home, well in advance, to avoid being turned down in high season.

### Your transfers

Q – **What is the deal with the transfer?**

A – On each destination, the transfer included will vary. On some destinations you will be picked up on the pier when arriving on the island. On others you have to get to the dive center by yourself, and they will drop you off at your resort, unless the dive center is not a part of the resort itself. In all cases,

study the "Transfer Information" part on your Info-PDF to get the details regarding your transfer. If you have ANY doubt regarding your transfer, or how to get there yourself, do not hesitate to contact your dive center in advance. They can help you!

Q – Why do I have to contact the dive center prior to my arrival?

A - You always have to contact your dive center at least one week prior to your trip to confirm your arrival. The dive center is expecting you, but you have to confirm time, date and place in order to rule out any changes.

## Your diving

Q – What is the deal with the equipment?

A – On all dive packages, basic dive equipment is always included. Equipment such as dive computers, safety sausages and pony bottles is not included. In most cases you can rent extra equipment, but following your Divemaster and the briefing of the dive, will keep you safe with basic dive equipment. If you travel with your own equipment, you are of course very welcome to dive with it. However, a refund of the rental equipment will not be possible.

Q – What if I can't dive all the booked dives?

A – If you can't conduct all the dives based on personal reasons, there will be no refund.

Q – If I have booked a course and I can't complete it based on personal reasons, will I get a refund?

A – No, there will be no refund on courses not completed based on personal reasons. All dive courses are performance based.

Q – What if the Dive Center cancel my dives?

A - If the weather condition prevents the boat from going out, it is up to the dive center to decide if the dive/dives will be postponed, cancelled or replaced with a refund.

Q – What if I haven't been diving for 6 months or if I am newly certified with less than 20 dives?

A – If you haven't dived for a while, is newly certified or just in doubt about your skills and performance in the water, it is not just recommended but also expected that you book the first dive as a Refresher Dive. A Refresher Dive is

then performed with an Instructor or certified Divemaster. If you are just a little in doubt, book it!

**Q – Can I learn to dive, while my friend (who is already a diver) takes a Fundive?**

A – Yes, that's no problem. You might not be out on the same boat every day, and some days you will be doing skills in the pool and theory in the classroom, but that should not separate you. You will be in a little group on your course, and your friend will get a buddy for his fun-dives. When you finish your course, you can team up with your friend and start fun diving together.

**Q – What am I expected to bring and show?**

A – If you are a certified diver, you are expected to bring and show your Log-Book and your certification card. This will prevent you from conducting any dives that are not recommended for your experience level.

All divers must sign a standard PADI liability release form before diving. This is provided and filled out at the dive center.

If you are not yet certified, but have booked a course, you have to fill out and bring the Medical Form. Please contact your doctor if you are uncertain on any of the questions asked in the medical form. It is far better talking to your own doctor who know you and your conditions.

**Q – Why do I have to be insured to dive?**

A – It is always good to be insured, accidents can happen in all sports. Your agent can be at help finding you an adequate insurance for the diving part of your trip. The diving insurance must cover all medical, all necessary recompression and air evacuation if needed. Your Yellow card does not cover this. Blue Venture takes no responsibility if your insurance is not adequate to cover everything. Please check your own policies carefully.

**Q - Is the diving going to be as good as it is on film**

A – Probably not... The environment of the ocean changes all the time. One day the reef is fishy and the visibility is outstanding, the next day you are diving in what looks like milk with not much to look at. That's the way nature works. On days with low visibility, pay extra attention to your guide. The reef is full of little creatures living in the corals. Get up close and see the macro version of the reef. We have chosen dive centers with years of experience on

the surrounding reefs. You can be assured that they will take you to the dive site that will give you the best experience of the day!

Before you even ask:

- All divers must be certified and dive within their certification limits
- No solo diving
- No decompression diving unless technically trained
- 40m maximum for recreational divers

### **Your Dive Center, Your safety**

Q – **Where should I put my attention regarding my safety?**

A – When diving, you lose about 600 ml body-fluid per hour. Remember to keep yourself hydrated before and after diving!

- Check that your equipment is in good shape, no fizzing from the regulator/tank valve.
- Listen to the dive briefing and follow your guide under water.
- If you get separated from your group under water - search for no more than a 1 minute then go to the surface and stay at the surface.
- Keep your BCD inflated when at the surface.

Q - **Is diving really safe?**

A – Yes, diving is safe. Just remember to follow the few but important rules and never do anything you have not been adequately trained for.

Q - **Is the staff properly trained?**

A – Yes. All guides and instructors are trained by the PADI system to a high professional level...

Q - **Does the staff speak English?**

A – Yes. On all dive centers you will find European and local staff speaking English. In most cases you will also find a guide or instructor speaking your own language. You can request your course or guiding to be conducted in your own language if it is available. If your language is not available, you can be sure that you will be guided / taught in English.

Q - **How do I know which Dive Center I am getting?**

A – On your voucher, you will get all the practical details for your Dive Center. If you want to see pictures and read about the Dive Center and the destination in general, go to the website: [www.blueventure.net](http://www.blueventure.net)

Q – **What if the Dive Center is not up to my standards?**

A – All Dive Centers has been specially chosen based on their high level of service and safety. The standard of the equipment, boats and professionals is up to date. All shops have been personally scouted with the sole purpose of giving you a safe and fun dive experience, disregarding your experience level!

*In the unlikely event that you had an unpleasant experience with your Dive Center, please contact Blue Venture directly. [info@blueventure.net](mailto:info@blueventure.net)*

Q – **Is the dive gear always in good condition?**

A – The Dive Center services their equipment on a regular basis to make sure you will not have any equipment failure. Remember that the equipment in many cases does several dives a day. Because the color has faded on your BCD or wetsuit, it doesn't mean it is not functioning. Bubbles from your regulator indicate that an O-ring needs to be greased or changed, not that the whole regulator needs servicing. Keep safe and check your equipment, but remember that well-maintained used equipment equals used Dive Center. That's far better than shining new equipment and inexperienced Dive Center. Use good judgment at all time!

**Never ever touch anything under water. This is for the safety of you and just as important; the reef. As a diver, you are an ambassador of the ocean. Protecting it and leaving nothing behind other than your bubbles is your duty.**