

TERMS & CONDITIONS

Booking Policy: If a booking is made 112 days (4 months) or more prior to your service date then a deposit of €200/£180 per person is due within 7 working days of a provisional reservation.

A booking is not confirmed until the deposit has been received by Emperor Fleet. Final payment is due 56 days prior to departure and the company reserves the right to cancel a booking if final payment is delayed.

If a booking is made less than 112 days prior to your service date then full payment is required at the time of the booking.

Cancellation Policy: If you cancel:

- More than 56 days prior to departure cancellation fee of 50% is charged (or loss of deposit, whichever is greater).
- 56 days or less prior to departure a cancellation fee of 100% is charged

The above percentages are of the total booking cost, not on any deposit received.

For whole boat charters Emperor Fleet understand the changeable nature of group bookings. The Group Leader should keep Emperor Fleet informed if it looks unlikely that you will be able to fill the boat and every effort will be made to help you fill the charter.

If your foreign office issues a travel warning and advises against travel to a specific destination we will hold on account any monies paid to us as credit to use against a future booking or change/cancel your booking free of charge.

Guests are responsible for checking with the Indonesian Embassy in their home country prior to arrival regarding visa applications. Emperor Fleet is not responsible for cancellation costs resulting in failed or delayed visa applications.

Reservations: To confirm your booking with Emperor Indonesia you must supply the required information for each guest is as follows:

- full name according to passport
- nationality, passport number and expiry date
- dive certificates level and number of dives
- flight details
- if the night before the cruise is spent in a hotel, please advise the hotel name
- dive equipment for rent (including sizes required)
- dietary requirements, if any

Amendments or cancellations: Any amendments or cancellations of confirmed bookings should be emailed at the earliest opportunity directly to reservations@emperordivers.com

Boat Changes: In the unlikely event that Emperor Indonesia changes the boat you have booked for reasons beyond our control we aim to provide a boat of the same standard however in the event this is not possible we will reimburse you the difference in cost.

Scuba Review: Many agencies recommend a Scuba Review if it has been longer than six months since your last dive. Emperor Indonesia advises divers to follow the agency recommendation for safety reasons and should be completed prior to your arrival onboard and signed by an instructor in your diving logbook. Evidence of the date of your last dive should be shown in a log book to avoid problems on check-in. In the interests of safety, Emperor Indonesia reserves the right to restrict diving activities if the instructor has any concerns regarding diver safety.

Medicals: All diving guests joining a Liveaboard are required to sign a [self-declaration medical](#). All course students are required to sign a [PADI Medical form](#) prior to commencing with the course. If the diver or student has any of the medical conditions listed, signed clearance from a doctor will be required valid within 12 months. Where doctor's clearance is needed, we do ask guests to arrange this prior to arrival where possible to avoid any delays in resort that may mean you miss the trip.

Insurance: We recommend purchasing cancellation insurance, in the event of unexpected changes in your travel plans. Baggage/Dive Equipment Insurance is also recommended. We do require every diver to have valid accident and medical insurance. Should Diving Insurance not be obtained prior to your visit, this can be arranged in resort with Indepths Insurance (Divemaster UK) at approximately 5 Euro per person per day. US and Canadian guests are required to sign a waiver which will be supplied at the time of booking or before departure. Please contact reservations@emperordivers.com for a copy.

Itineraries & Dive Sites: All itineraries and dive sites are subject to various unpredictable changes including weather conditions and changes in Indonesian Government approval. Whilst Emperor Indonesia make 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.

Number of dives required: Emperor Indonesia advise all guests to have a minimum of 30 logged dives. We recommend that to get the most from our trips you are certified to 30 metres and are comfortable with drift dives. Please check each itinerary for further information. The Advanced Open Water Course and selected Speciality Courses are offered on-board upon request.

Diving for Qualified Divers: Emperor Indonesia's dive guides will provide a detailed and comprehensive dive briefing before you enter the water with your buddy. 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. The dive guide will not provide any dive training during the dive and you and buddy dive together at your own risk. As qualified divers 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 either dive tables or a personal dive computer. You must begin, execute and end the dive with your dive buddy.

Surcharges: Emperor Indonesia reserves the right to apply an appropriate surcharge to its prices should economic changes (such as exchange rates, fuel prices, etc.) make a material difference to its pricing structure.

- A minimum of 14 days' notice will be given before such a surcharge becomes effective.
- No surcharge will be applied within 28 days of departure.
- If the surcharge results in an increase of 10% or more to the price of the safari then cancellation with a full refund will be allowed. Notification of the intention to cancel must be made in writing within 14 days of the notification or the surcharge.

Safety Equipment: Each safari guest is required to carry a Surface Marker Buoy (with a minimum 5 metres of line to deploy during the safety stop), use a dive computer and carry a reef hook for every dive and a torch each for night dives throughout their safari experience for safety reasons. Please bring your own or ask us what is available on-board.

Non diving guests and guests taking part in other water based activities such as but not limited to; swimming, snorkelling, kayaking, stand-up paddle boarding and surfing are done at your own risk.

When leaving the boat to take part in any water-based activity please ensure you have informed a member of staff so that they can monitor the conditions and are aware that you are no longer on the boat.

Safety equipment is available if you do not have your own.

Courses: Course paperwork needs to be signed by a parent or guardian for students under the age of 18. Open Water Courses (and on occasions other recreational courses) can run over into an additional day should this be required in order to cover course objectives and standards then an extra days training fee will apply.

Children: Children aged 12 years or younger participating in a diving course must be accompanied by a parent or guardian at all times, on the boat and in the water.

Children aged 15 years or younger must be supervised by a parent or designated responsible adult at all times whilst on board an Emperor Liveaboard. Children may be accepted on-board for a full charter, subject to consent from the group leader.

Emperor Indonesia cannot provide a legal chaperon service.

Additional charges for Liveaboards: Port and marine park fees are included in our prices from 1st January 2019. Prior to this, they are chargeable on-board at \$20 US dollars per person, per night. All equipment rental, special tank requests and any onboard purchases are paid locally and will include 10% sales tax.

Alcohol: Alcohol is available to purchase onboard.

Please be aware of the risks associated with such activities which are enhanced with the consumption of alcohol or under the influence of a hangover can impair your judgment and when scuba diving can increase the risk of decompression sickness.

Please drink responsibly, within your own limits and act with respect for others and your own safety at all times. Emperor Indonesia and its associated staff and agents reserve the right to refuse entry to the water if we/they believe you are no longer safely in control of your own actions and safety. If the guides deem that you are unfit to dive you will be asked to sit out the dive. Your safety and well-being 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 liveaboard.

FORMS TO COMPLETE

Medicals: All diving guests are required to sign a [self-declaration medical](#). 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 the commencing diving activities. A sample can be sent on request.