

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.

TRAVEL

Arrival: Please check for details of what is included in your vacation. Typically all domestic land, air and sea transfers are included as well as “meet and greet” at the airport. Please confirm that transfers are included on your confirmation. 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 Puerto Galera: This is approximately a 2 hour private van/bus ride followed by a one 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 beach where you meet the boat or the boat have toilets.

Travel to Dumaguete: Is usually a domestic flight from Manila.

Domestic Flights: All domestic flights within the Philippines are limited to 7kg/15lbs of hand-carry luggage plus a purse or computer bag and this is strictly enforced.

Cebu Pacific Flights - Cebu Pacific operates out of Terminal 3. It is the closest terminal (5 minutes) to Resort World and our preferred hotel in Manila if overnights are required – the Remington Hotel.

Excess Baggage – Our tickets on Cebu Pacific include 30Kg/66lbs. One may upgrade to a total of 45Kg/99lbs for \$50. You will be asked how much luggage allowance you require during the reservation process. If purchasing additional luggage allowance that fee can be paid at the resort on your personal bill. There is no need for any type of application or card. The allowance is purchased with your ticket. At the airport, excess baggage is charged at Php154.00 (about \$3.75 USD) per kilo (2.2 lbs) and must be paid in cash (Php). This can change as this is set by the airlines.

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. Please bring copies of your diving and travel health insurance with you.

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 or the unlikely event your trip is cut short or interrupted due to storms or medical emergencies.

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.

VACATION

What's included in your vacation: Please email us for details if they are not shown here.

Unlimited scheduled boat diving. We typically offer 5 scheduled boat dives daily between 8am and 6pm (this includes the night dive).

Brewed coffee, tea, and iced tea are complimentary from 6am – 6pm, while Italian, other Specialty coffees and fresh juice are complimentary only until 10am with breakfast, but available for a fee after that.

Wireless Internet service is available in each room and in most common areas of the resort and is included in your vacation. Some upgraded rooms at Puerto Galera also have wired Internet service.

What's NOT included in your vacation: As of February 1, 2012, the Airport departure tax of PhP 550 for international departures from Manila is 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.

There are charges for equipment rental, Nitrox fills (please ask about unlimited Nitrox packages) and certain day trips.

DIVING

Diving: Your dive 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 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 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.

For Technical Divers: Technical diving is available by prior arrangement only. Please clarify your equipment requirements and dive plans with the resort prior to arrival.

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.

Cameras and Film: You will also find plenty of dedicated rinse areas in the dive shop and matted surfaces to work on. Puerto Galera and Dumaguete have dedicated photo rooms with additional facilities including air gun, lighted workbench, storage facilities and more. We ask that no wet clothing be worn in the camera rooms. 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 been diving 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.

RESORT

Front desk services available: At the front desk you can arrange to have laundry done, book massages and other spa services, wake up calls, exchange diving / pool towels or arrange excursions. You can also change money.

Room amenities: All Atlantis rooms have climate controlled air conditioning, four-speed fans (except Oceanfront rooms 1 and 3 at Dumaguete), 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. Internet access is also available via LAN cable (upgraded rooms only) as well as wireless connection. Tap water in the room is not drinkable. Most upgraded rooms in Puerto Galera (except Seaview and Coconut) and Suites at Dumaguete have king size beds, big screen TV, coffee & tea making facilities and your own DVD player. All rooms at both Atlantis resorts are no smoking. Guests may smoke outside or in designated areas around the resort.

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. A corkage fee is charged on alcoholic beverages consumed at the resorts not purchased there.

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 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. Both resorts have exchange paperback book libraries.

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 110volts 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 package. Please ask for details and rates for making a phone call.

Clothing and what to bring: Dress is very casual and traveling light is recommended – swimsuits, shorts, t-shirts, sandals and possibly a sweatshirt or light jacket for the evenings. 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. Hat, sunglasses and sun screen/protection are of course highly recommended, as the sun is very intense even on partially cloudy or cooler days.

GENERAL INFORMATION

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)

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 lose body heat despite the warm water. Full wet suits, shorties and vests are available for sale in Puerto Galera.

Currency and Money: The local currency is the Philippines Peso (PhP). We accept the following currencies at the Front Desk: AUD, EUR, HKD, JPY, GBP, SGD and USD. 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 above), USD travelers cheques (please bring the receipt of proof of purchase), VISA, MASTERCARD or AMERICAN EXPRESS. We can offer a 5% discount if you pay by cash your resort charges. If using Traveler’s Checks, please do not fill in the “Pay To” portion until you are at the front desk and have spoken with the front desk personnel. Banks in the Philippines require an exact “Pay To” name and the front desk personnel will complete this portion. There are no charges for using credit cards for services and/or purchases. 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.

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.

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 that is available in the minibar. Both dive shops also have a bottled water dispenser for after dives free of charge. Bottled water is available for a reasonable price in your minibar. 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.

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 thus one should plan to bring enough cash for gratuities.

Environmental Users Fee (Puerto Galera Only): A PhP 110.00 'Environmental Users Fee' is added to all personal bills for those aged between twelve and sixty. 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).

ONLINE CHECK-IN

We also have a new online check-in form that should expedite your check-in process. We would appreciate it if you would complete this at least 30 days prior to arrival so we will have all your details. The link is: https://booking.atlantishotel.com/online_forms.html

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

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.

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