

JAKARE LIVEABOARD

TERMS & CONDITIONS

INCLUSION AND EXCLUSION

1.1 ALL CRUISES ON BOARD THE VESSEL INCLUDE :

- 3 meals/day (Indonesian & International food) + all days Tea, coffee & snacks
- Non-alcoholic drinks: Mineral Water, soda, juices, Coffee/Tea
- Airport/hotel – Vessel – Airport/hotel Transfers on start days and end days
- Towels & bed sheets
- French or English speaking Cruise Director (as applied)
- Snorkeling equipment (mask, snorkel, fins)
- Water sports (Kayaks, wake board and Stand Up Paddle – as applied)

1.2 DIVING CRUISE PACKAGE INCLUDE:

- English and French speaking Dive Master(s) (As applied)
- Maximum 3 dives per day
- Full dive tanks, weight belt and weights

1.3 ALL PACKAGES EXCLUDE :

- Any bank fees and bank commissions due during payment
- Flight tickets to/from Vessel departure location
- Alcoholic drinks
- Crew tips (recommended 10% of the cruise value)
- National park / Port fees & Conservation Fees if any
- Dive Equipment rental
- BCD, Regulator, Wetsuits
- NITROX refill (as applied)
- Dive courses
- Fuel Surcharge (if any)

PAYMENT

- Payment 30% advance at confirmation of the Cruise and balance latest 60 days before the cruise. The 30% advance payment is not refundable.
 - For Agency booking charters, payment 10% advance at confirmation, 30% of the total amount will be due at 6 months and the balance latest 60 days before the cruise.
 - For short notice booking made within 60 days before departure, payment of the full amount is due.
 - In case of non-payment of advance payment or balance fees on time (10 days after invoice received), the booking will be cancelled, and the slot will be open to other customers.
 - Guests are expected to pay on board expenses in cash at the end of their trip in local currency (IDR), although
 - Credit card, cash USD and cash EURO are also accepted (only new and not torn notes).
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CANCELLATIONS AND CHANGES

FROM GUEST SIDE - INDIVIDUAL BOOKING

- If written cancellation of the Cruise by the guests occurs more than 60 days before departure, 30% of the total amount (the deposit) will be retained.
- If written cancellation of the Cruise by the Guests occurs less than 60 days before cruise, 100% of the total amount will be retained.
- Shortening of a Trip by the Guest for any reason does not entitle the Guests for any refund.

FROM AGENCY SIDE - CHARTER BOOKING ONLY

- If written cancellation of the Cruise by the Agency occurs 6 months or more before departure, 10% of the total amount (the deposit) will be retained.
- If written cancellation of the Cruise by the Agency occurs more than 60 days and less than 6 months before departure, 30% of the total amount (the deposit) will be retained.
- If written cancellation of the Cruise by the Agency occurs less than 60 days before cruise, 100% of the total amount will be retained.
- Shortening of a Trip by the Agency or Guest for any reason does not entitle the Agency or Guests for any refund.
- Shortening of a Trip by the group for any reason does not entitle the group for any refund.

FROM TERATAI TT

- Teratai TT and Affiliates has the right to change the prices due to sudden and unforeseeable circumstances such as Government sudden change in regulations or tax/increase on petrol prices. Teratai TT shall make all effort to communicate these changes as soon as arising.
- If Teratai TT is unable to deliver services as specified in the booking due to operational failure, alternative arrangement of at least equal quality will be offered, or full compensation of all costs directly related to the booking service.
- The Guests may be charged for partially provided services or cost in direct relation to the booked services.

ITINERARIES

Itineraries remains subject to change due to unexpected natural events (like weather, sea conditions...etc) or government regulations or other factors which are not under Teratai TT control. Teratai TT shall make all efforts to communicate the issues fully and carry out the program as planned or find acceptable alternatives in full consultation with the Guests. Only if the duration of the trip is adversely affected shall Teratai TT refund the difference between the planned/agreed Trip and actual Trip.

LIABILITY AND INSURANCES

By paying their Cruise and signing this document, the Guests indemnifies Teratai TT and Affiliate Services from any direct or indirect claims, arising from an injury, illness, death, damage to or loss of property in any way during embarkation, carriage, activities during the Cruise and disembarkation. Waiver of liability shall be signed by all divers and non-divers before the cruise starts.

TRAVEL INSURANCE

- It is essential for the Guests to arrange a comprehensive and personnel insurance covering such as, but not limited to, baggage loss, trip change, trip cancellation, illness, accident, evacuation, death and so on.
- Teratai TT cannot be held liable for matters such as baggage loss or damage, expenses or inconvenience caused by delayed or cancelled transportation services, change of schedule, strikes or other conditions arising before, during or after the Trip.

DIVING INSURANCE

Diving insurance is compulsory for all divers. Information on individual diver insurance shall be provided in the wish list provided before the Cruise. DAN ASIA (web insurance) or AQUAMED are serious and competitive.

ENHANCED MEDICAL REQUIREMENTS

- **All divers** to fill a diver medical questionnaire and/or provide a Fit to Dive certificate delivered by a Physician as mentioned in the **Recreational Diving Medical Screening System**. Refer to <https://uhms.org/en-us/resources/featured-resources/recreational-diving-medical-screening-system.html>
- **Divers Aged 60-75 years:** all divers aged 60-75 years must provide a Recreational Diving Physical Report completed by a certified diving medical examiner (e.g., a hyperbaric doctor or physician).
- **Divers above 75 years:** while we generally do not recommend diving for guests above 75 years, we are open to reviewing individual cases based on physical condition and diving experience. For those who choose not to dive, we offer numerous other exciting activities to enjoy during the cruise.
- All medical questionnaire and certificates should be provided to Teratai TT before the Cruise.
- Should any issue related to diving fitness and/or ability to dive arise at the start of a cruise, Teratai TT representative on board reserves its right to authorize a guest to dive or not during the cruise.

FORCE MAJEURE

Teratai TT reserves its right to cancel a cruise or part of a cruise for reason of Force Majeure (i.e. natural disasters, Act of God, change to the law, explosions, fire, war, riots, strikes, epidemics,...etc). In that case Teratai TT shall not be held responsible for any failure to deliver its services as per specified in the booking. Teratai TT shall promptly provide to the Guests full particulars thereof and both parties shall meet, discuss and agree the best solution to mitigate inconveniences causes by the FORCE MAJEURE on both parties.

NAME/SIGNATURE
