



2027 SEASON

# Guest Policies

## Booking, Payment, Cancellation & Resort Terms

These policies apply to confirmed bookings at Spice Island Dive Resort. Please review them carefully before confirming your reservation.

### BOOKING TERMS

## Payment & Cancellation

Deposit, final balance, date changes, transfers, group bookings, and non-refundable services.

### RESORT TERMS

## Diving, Safety & Travel

Dive safety, medical fitness, insurance, weather changes, equipment, local fees, and travel documents.

### Policy note

Bookings are confirmed only after the required deposit has been received. Rates, services, schedules, and policies remain subject to availability and confirmation.

### Booking questions [info@spiceislanddivers.com](mailto:info@spiceislanddivers.com)

Send your travel dates, room preference, diver count, equipment needs, and special-dive goals.

SPICE ISLAND DIVE RESORT

# Booking, Payment & Confirmation

Reservation and payment terms apply before a booking is confirmed.

## Reservation confirmation

A reservation is confirmed only once the required deposit has been received. Unpaid reservations may be released without notice. All rates are subject to availability and may change without prior notice until a booking has been confirmed.

## Payment policy

Booking Type	Payment Terms
Standard Reservations	A 30% deposit is required to confirm the booking.
Final Balance	The remaining balance is due 60 days before arrival.
Bookings Made Within 60 Days of Arrival	Full payment is required at the time of booking.
Group Bookings / 4+ Rooms	A 30% deposit is required to confirm the booking; final balance is due 90 days before arrival.

## Payment methods & fees

Policy Area	Terms
Bank Transfer	Bank transfer is the preferred payment method. Guests are responsible for any sending, intermediary, or receiving bank fees. The invoiced amount must be received in full.
Credit Card	Credit cards are accepted with a 3% surcharge to cover bank and card processing fees.
Currency	Rates are listed in US Dollars unless otherwise stated.
Payment Confirmation	Reservations are confirmed only once the required payment has been received and confirmed by Spice Island Dive Resort.

SPICE ISLAND DIVE RESORT

# Cancellation, Transfers & Groups

The cancellation terms below protect confirmed reservations and committed resort resources.

## Cancellation policy

Cancellation Timing	Policy
More than 120 days before arrival	The deposit may be refunded less 15% of the deposit, or the full deposit may be held as credit toward one future booking.
120-61 days before arrival	The deposit is forfeited. At management discretion, the deposit may be transferred once to a future booking, less a 30% deposit transfer fee.
60 days or less before arrival	100% non-refundable.
No-shows, early departures, missed dives, and unused services	Non-refundable.
Group bookings / 4+ rooms	Cancellations 90 days or less before arrival are 100% non-refundable.

*Because Spice Island Dive Resort is a small, remote destination resort with limited rooms and advance operational planning, our cancellation policy is designed to protect confirmed reservations and committed resort resources.*

## Date changes & booking transfers

Date changes are subject to availability and must be approved by management.

For cancellations made 120-61 days before arrival, management may allow the deposit to be transferred once to a future booking, less a 30% deposit transfer fee.

Date changes requested 60 days or less before arrival may be treated as a cancellation unless otherwise approved by management.

## Group bookings

Group bookings of 4 or more rooms are subject to group payment and cancellation terms.

Complimentary group-place offers, if applicable, are based on the confirmed group size, room category, package type, and booking agreement. Complimentary spaces have no cash value and are not transferable unless approved by management.

SPICE ISLAND DIVE RESORT

# Unused Services

Unused accommodation, meals, dives, transfers, rental equipment, special dives, and other confirmed services are not refundable.

**Unused services**

No refunds are given for unused accommodation, meals, dives, transfers, rental equipment, special dives, or other services included in a package or confirmed booking.

## Non-refundable services

Policy Area	Terms
Missed dives	Non-refundable.
Early departure	Non-refundable.
Late arrival	Non-refundable.
Unused meals	Non-refundable.
Unused airport transfers	Non-refundable.
Unused room nights	Non-refundable.
Unused package inclusions	Non-refundable.

SPICE ISLAND DIVE RESORT

# Diving Safety & Insurance

---

Dive operations depend on weather, sea conditions, diver experience, certification level, and safety judgment.

## Diving & safety policy

---

All diving is subject to weather, sea conditions, diver experience, certification level, and the judgment of the dive team.

Spice Island Dive Resort reserves the right to change dive sites, dive schedules, boat assignments, or diving plans when required for safety, weather, logistics, guest ability, or operational reasons.

Divers must present proof of certification before diving. Some dives may require advanced certification, recent diving experience, or management approval.

Divers are responsible for diving within their certification, training, experience, and personal comfort level.

## Medical & insurance policy

---

Guests are responsible for ensuring they are medically fit to dive.

Spice Island Dive Resort strongly recommends comprehensive travel and dive insurance, including coverage for:

- Trip cancellation
- Travel delays
- Medical treatment
- Emergency evacuation
- Diving-related incidents
- Lost or delayed baggage
- Missed connections

Guests with medical conditions, recent surgery, medication concerns, or any condition that may affect diving safety may be required to provide medical clearance before diving.

SPICE ISLAND DIVE RESORT

# Weather, Special Dives & Equipment

---

Operational changes may be required for safety, sea conditions, logistics, availability, or guest ability.

## Weather, sea conditions & operational changes

---

Diving and boat activities are subject to weather and sea conditions.

If conditions require a schedule change, Spice Island Dive Resort may adjust dive sites, departure times, or daily dive plans. Safety decisions are made by the dive team and boat crew.

Where possible, we will offer suitable alternative arrangements, but refunds are not provided for changes required by weather, sea conditions, safety, or operational limitations.

## Special dives & private services

---

Night dives, Mandarin dives, Blackwater dives, Bonfire dives, private boat requests, private guiding, and far-away dive sites may require additional charges unless specifically included in a confirmed package.

Special dives are subject to availability, minimum requirements, weather, sea conditions, diver experience, and operational approval.

## Equipment rental

---

Rental equipment is subject to availability and should be requested in advance.

Guests are responsible for the care of rental equipment while it is in their possession. Lost, damaged, or broken rental equipment may be charged at replacement or repair cost.

SPICE ISLAND DIVE RESORT

# Local Fees, Travel Documents & Final Notes

Guests are responsible for travel documents and any local fees not specifically listed as included.

EMAIL  
[info@spiceislanddivers.com](mailto:info@spiceislanddivers.com)

ADDRESS  
Jl. Wai Latuputty Air Manis, Laha, Ambon, Indonesia 97236

## Local fees & government charges

Published rates include government tax where stated.

Marine park, village, conservation, harbor, access, or other local fees not specifically listed as included may be charged separately if applicable.

## Travel documents & arrival requirements

Guests are responsible for ensuring they have valid passports, visas, domestic travel documents, airline tickets, and any other required travel documents for entry into Indonesia and travel to Ambon.

To assist with guest registration and arrival preparation, guests are requested to send a copy of the photo page of their passport before arrival.

Spice Island Dive Resort is not responsible for costs, delays, cancellations, or missed services caused by incomplete or invalid travel documents.

## Final notes

- All rates are listed in US Dollars unless otherwise stated.
- Bookings are confirmed only after the required deposit has been received.
- Rates, services, schedules, and policies are subject to availability and may change without prior notice before booking confirmation.

### Plan your stay

Send your travel dates, room preference, diver count, equipment needs, and special-dive goals. Our team will recommend the right package and confirm availability.