



2027 SEASON

Guest Information & FAQ

Questions and answers for planning your stay

This guest information guide answers the practical questions guests ask before confirming and preparing for a stay at Spice Island Dive Resort. It covers travel, rooms, meals, diving, photography, safety, insurance, payments, cancellations, arrival requirements and common resort policies.

<p>LOCATION</p> <p>Laha, Ambon</p> <p>Close to Ambon Bay and Pattimura Airport.</p>	<p>SEASON</p> <p>September–May</p> <p>The resort is closed June through August.</p>	<p>DIVE STYLE</p> <p>Small groups</p> <p>Ambon critters, macro photography, reefs, night dives and blackwater diving.</p>
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Planning note This is a planning guide, not a replacement for the confirmed invoice, booking agreement, current guest policies or specific written terms issued with a reservation.

Booking questions info@spiceislanddivers.com
Send your preferred dates, room preference, diver count, certification levels and special-dive interests.

01 Travel, Arrival & Documents

Where is Spice Island Dive Resort located?

Spice Island Dive Resort is located in Laha, Ambon, Indonesia, near Ambon Bay and Pattimura Airport.

What airport do I fly into?

Fly into Pattimura Airport, Ambon (AMQ). The resort is close to the airport, and airport transfers can be arranged when included in the confirmed package or room rate.

How do guests usually travel to Ambon?

Most guests fly internationally into Indonesia and then connect domestically to Ambon. Common international entry points include Jakarta or Bali, usually followed by a domestic flight to Ambon, sometimes through Makassar depending on airline schedules.

Are there direct flights from Jakarta or Bali to Ambon?

Jakarta to Ambon is usually the main domestic route. Bali to Ambon generally requires a connection, often through Jakarta or Makassar. Airline schedules change, so guests should confirm current routes before booking.

Should I overnight in Jakarta or Bali before flying to Ambon?

Often, yes. A one-night buffer can reduce travel stress and protect against missed connections, delayed luggage, immigration delays and domestic check-in timing.

Do I need to clear immigration and customs before flying to Ambon?

Yes. If you enter Indonesia through Jakarta, Bali or another international airport, you will normally clear immigration and customs at your first point of entry into Indonesia. Your onward flight to Ambon is then usually domestic.

Can Ambon be combined with Banda, Raja Ampat or Misool?

Yes. Ambon is a natural addition to an eastern Indonesia dive trip. Banda trips route through Ambon, while Raja Ampat or Misool combinations often connect through Sorong.

02 Best Season & Conditions

When is the best time to dive Ambon?

The best time to dive Ambon is September to May.

Can I dive in June, July or August?

No. Spice Island Dive Resort is closed during June, July and August due to seasonal weather, heavy rain, stormy seas, annual maintenance and resort refresh work.

What is the weather like in Ambon?

Ambon is hot, tropical, humid and very green. Guests should expect warm days, warm nights and occasional tropical rain.

What is the water temperature?

Ambon water is warm year-round, generally around 25–29°C / 77–84°F, with slightly cooler water possible under certain conditions.

What wetsuit should I bring?

Most guests are comfortable in a 2–3mm wetsuit. Photographers doing multiple long, slow dives may prefer a 5mm suit or an extra hooded vest.

What is visibility like?

Visibility is generally around 10–20 meters, but it changes with weather, tides, rain and season. Ambon is famous for rare critters and macro life, so the experience is not dependent on crystal-clear blue water every day.

Are there currents or rough seas?

Conditions vary by season and site. Some sites can have current, while others are calm and protected. Dive plans are adjusted daily based on wind, sea state, tides, visibility, guest ability and safety.

03 Rooms, Meals & Resort Life

What room categories are offered?

The 2027 guest FAQ uses two room categories: Seafront Villas and Garden Rooms. There is no Premium Villa category.

What is included with accommodation or package rates?

Where stated in the confirmed package or room rate, inclusions may include room, breakfast, lunch, dinner, snacks, tea, coffee, drinking water, Wi-Fi, airport transfers, service charge and government tax. The confirmed invoice controls what is included in each booking.

Are meals included?

Yes, meals are included where stated in the confirmed package or room rate. Guests with dietary restrictions should inform the resort before arrival.

Can the resort handle dietary requests?

The kitchen will do its best when dietary needs are shared in advance. Because Ambon is a small island destination, specialty products may not always be available, so early notice is important.

Is Wi-Fi included?

Wi-Fi is included where stated in the confirmed package or room rate. As with many remote island destinations, service quality may vary depending on local conditions.

Is the resort suitable for non-divers?

Yes, non-divers may enjoy the quiet resort setting, meals, coffee, lounge areas, gardens and island atmosphere. Ambon is primarily a dive destination, so non-divers should discuss expectations before booking.

What should I bring besides dive gear?

Bring certification cards, dive computer, SMB, camera gear and chargers, reef-safe sun protection, lightweight clothing, personal medication, travel documents, insurance details and any specialty items you may need on a remote island.

Are unused meals, room nights, dives or transfers refundable?

No. Unused accommodation, meals, dives, transfers, rental equipment, special dives or other confirmed services are non-refundable.

04 Diving Experience

How many dives are included in the 7-night dive package?

The 7-night dive package includes 19 guided day dives when confirmed as part of that package.

What does a normal dive day look like?

A typical dive day is built around three boat dives, with time for breakfast, gear preparation, surface intervals, lunch, camera work and relaxation between dives. Night dives or blackwater dives may be added when conditions, tides, weather and guest experience are suitable.

How long are the boat rides?

Many Ambon Bay dive sites are close to the resort. Boat rides are often around 5–30 minutes, depending on the site, conditions and planned itinerary.

Are surface intervals at the resort or on the boat?

It depends on the dive plan. Some surface intervals may be taken back at the resort, while others may be on the boat or at a nearby beach when diving farther-away sites.

Are dive groups small?

Yes. The resort focuses on small groups, careful guiding and a slower dive style rather than crowded boat diving. A common target is no more than 4 divers per guide, subject to conditions, guest ability and operational planning.

Can guests request private diving?

Yes. Private boat requests, private guiding and special arrangements may be available by advance request and are subject to availability and additional charges.

What certification level do I need?

Open Water divers can enjoy many dives, but Advanced Open Water or equivalent experience gives more flexibility, especially for deeper sites, night dives, blackwater diving or more challenging conditions.

Do guests need to show certification?

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

Who decides if a dive is safe?

All diving is subject to weather, sea conditions, diver experience, certification level and the judgment of the dive team. The resort may change dive sites, schedules, boat assignments or plans for safety, weather, logistics, guest ability or operational reasons.

Do you have a no-glove policy?

Yes. Spice Island Dive Resort implements a no-glove policy to help protect the marine environment, unless management approves an exception for a specific safety, training or operational reason.

05 Marine Life, Photography & Special Dives

What makes Ambon diving special?

Ambon is famous for rare critters, macro photography, unusual marine life, night diving, blackwater diving and beautiful reef areas. It is one of Indonesia's most distinctive destinations for divers who want something different from standard reef diving.

Will I also see coral reefs?

Yes. Ambon is best known for rare critters and macro diving, but it also has reef sites, walls, coral areas and dramatic underwater topography. Guests who want a mix of macro, reef and scenic dives should tell the dive team in advance.

Is a Psychedelic Frogfish sighting guaranteed?

No. The Psychedelic Frogfish is one of the rarest marine animals in the world, and sightings can never be guaranteed. Ambon Bay is the only place on earth where it has been found. Finding one is a true once-in-a-lifetime moment, and the guides will do their best when conditions and recent sightings make a search realistic.

What marine life can I expect?

Guests may see frogfish, rhinopias, blue-ringed octopus, wonderpus, mimic octopus, hairy frogfish, flamboyant cuttlefish, Ambon scorpionfish, ornate and harlequin ghost pipefish, nudibranchs, shrimp, crabs, eels, pygmy seahorses and many other rare or unusual creatures.

Are rare critter sightings guaranteed?

No. Wildlife is never guaranteed. Ambon is one of the world's great places for unusual marine life, and guests often come away with a wide selection of rare creatures, but the ocean always decides.

Can photographers dive slowly?

Yes. Ambon is ideal for slow diving, careful observation and patient photography. Many guests choose to spend an entire dive with one or two subjects in order to improve their images.

Do your guides help find critters?

Yes. The guides are experienced at finding the rare subjects divers come to Ambon to see. Guests should still remember that guides can search and advise, but they cannot guarantee wildlife.

Do you offer night dives and blackwater diving?

Yes. Night dives and blackwater dives are available when conditions, tides, weather, staffing and guest experience are suitable. They may require additional charges unless specifically included in a confirmed package.

What can I expect on a blackwater dive?

Blackwater diving takes place at night over deep water. Lights attract tiny drifting animals, and divers watch the open water column for larval fish, tiny squid and octopus, transparent crustaceans, salps, comb jellies, jellyfish and other alien-looking creatures rarely seen on normal reef dives.

Are Mandarin dives or Bonfire dives included?

Mandarin dives, Bonfire dives, night dives and blackwater dives are special dives. They are not included unless specifically stated in a confirmed package and are subject to availability, diver experience, conditions and operational approval.

06 Safety, Insurance & Equipment

Do I need to be medically fit to dive?

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

Can medical clearance be required?

Yes. 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.

Is travel and dive insurance recommended?

Yes. Comprehensive travel and dive insurance is strongly recommended, including coverage for trip cancellation, travel delays, medical treatment, emergency evacuation, diving-related incidents, lost or delayed baggage, missed connections, recompression care and evacuation.

Is there oxygen on the dive boats?

Yes. Emergency oxygen is part of the resort's dive safety operation.

Do I need a dive computer and SMB?

Yes. Every diver should dive with a personal dive computer and surface marker buoy. These are important parts of safe dive awareness and are especially useful when diving from boats.

Is rental equipment available?

Rental equipment is subject to availability and should be requested in advance. Guests with specific fit, comfort, prescription or photography needs may prefer to bring their own equipment.

What happens if rental equipment is lost or damaged?

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.

What happens if weather or sea conditions change the dive plan?

Where possible, suitable alternative arrangements will be offered. Refunds are not provided for changes required by weather, sea conditions, safety or operational limitations.

07 Booking, Payment & Cancellation

BOOKING & PAYMENT

How do I confirm a reservation?

A 30% deposit is required to confirm the booking. A reservation is confirmed only once the required deposit has been received and confirmed by Spice Island Dive Resort.

When is the final balance due?

The remaining balance is due 60 days before arrival.

What if I book within 60 days of arrival?

Full payment is required at the time of booking.

What are the group payment terms?

For group bookings of 4 or more rooms, a 30% deposit is required to confirm the booking and the final balance is due 90 days before arrival.

What currency are rates listed in?

Rates are listed in US Dollars unless otherwise stated.

PAYMENT METHODS & FEES

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.

Payment confirmation

Reservations are confirmed only once the required payment has been received and confirmed by Spice Island Dive Resort.

08 Fees, Add-ons & Special Services

Are far-away dive sites included?

Far-away dive sites may require fuel surcharges unless specifically included in a confirmed package.

Are local fees included?

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.

Are group offers available?

Group payment and cancellation terms apply to bookings of 4 or more rooms. Complimentary group-place offers, if applicable, are based on confirmed group size, room category, package type and booking agreement. Complimentary spaces have no cash value and are not transferable unless approved by management.

Can rates or services change?

Rates, services, schedules and policies are subject to availability and may change without prior notice before booking confirmation.

Do you offer courses or certification training?

Spice Island Dive Resort is primarily focused on certified divers and guided dive experiences. Courses or specialty training may be possible by prior arrangement, depending on instructor availability, guest schedule and operational needs.

Can I book snorkeling or non-diving boat activities?

Snorkeling or non-diving boat activities may be possible by advance arrangement and are subject to conditions, staffing, boat availability and the confirmed package or separate pricing.

09 Final Notes & Contact

What is the most important thing to remember before booking?

Use this FAQ for planning, then rely on the confirmed invoice, booking agreement and current guest policies for the final terms that apply to your reservation.

How do I ask a booking question?

Contact Spice Island Dive Resort at info@spiceislanddivers.com and include your preferred dates, number of guests, number of divers, certification levels, room preference and any special diving or photography interests.

What makes Spice Island Dive Resort different?

The experience is small, personal, Ambon-rooted and focused on rare marine life, serious diving, underwater photography, carefully planned hospitality and a more uncrowded way to dive one of Indonesia's most distinctive marine destinations.

<p>EMAIL info@spiceislanddivers.com</p>	<p>ADDRESS Jl. Wai Latuputty Air Manis, Laha, Ambon, Indonesia 97236</p>
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