

FAQ

Do I need to get a Visa?

Yes, you will always need a visa with an entry stamp and your passport must be valid for a minimum period of 6 months upon date of departure from Egypt. Guests are responsible for checking with an Egyptian Embassy that, for the passport they hold, a visa can be issued on arrival in Egypt. Please follow this advise strictly and do not rely on false information given on social media.

Are transfers included?

Yes, transfer to and from the liveaboard on the embarkation/disembarkation days are complementary, either from Hotel or Airport.

Will you pick me up at the airport?

We will arrange transfer from Hurghada Airport to the liveaboard on embarkation day. Meeting point is in the front of the arrival hall where we wait you with a welcome sign stating the boat name.

Will you pick me up at the hotel?

We will arrange transfer from hotels in Hurghada/El Gouna/Sahl Hasheesh/Soma Bay and Safaga area to the liveaboard on the embarkation day. Meeting point is at hotels reception. We cannot pick up from public places, restaurants, coffeshops, places inside pedestrian areas, parking lots, private villas or so-called guest houses, you will make your own way to port.

What to do if the flight is delayed or I am not picked up?

If you missed your flight or your flight is delayed call or what's app the emergency numbers:

+20 128 070 80 72 - Cruise Director

+20 120 841 80 90 - Mr. Mohamed (Office)

+20 122 242 82 04 - Mr. Micheal (Office)

During night time calls are preferred. Transfers are shared transfers, if the pickup delay is greater than 30 minutes call or what's app the emergency number of cruise director, during night time calls are preferred.

When is the check in / check out time of the liveaboard?

Check in time starts from 16:00 H (4 pm) onwards till late at night.

Check out is at 10:00 AM

Is early check in or a late check out available?

Sorry, this service is not available. Your liveaboard needs to be cleaned and catered after check out and before new guest arrival. We are happy to assist with Day Use arrangements (extra charge).

My liveaboard departure is from which harbor?

Our liveaboard is departing from harbor called New Marina Hurghada

When should I plan for return flight?

It is your responsibility to ensure to respect the 24-hour no-fly time after your last dive! Please arrange your return flights accordingly or dives will be missed!

When is the best time for diving?

The diving season in the Red Sea is good all year round. You will find for example in the summer months lots of shoaling fish or barracudas as of the warm water temperature. In the other months you will also find lots of coral and marine life.

What is the water temperature at this time?

The water temperature is in the summer month from June till September between 26 and 29 °C. In the winter month the temperature drops down to 21 to 24 °C.

What is the required diving certification to join a trip?

We require you have a minimum of 10 logged dives and Open Water Diver certification. If you are an Open Water Diver when joining our liveaboards, we recommend taking advanced training on board to maximize your enjoyment from the trip. Inexperienced and beginner divers may find some dives challenging and may be asked by the Cruise Director to skip dives that are not suitable for their diving experience.

I am still a beginner; can I join the trip?

Yes, you can join the trip, however you are not be able to dive every dive site according to your diving level. Your guide on board will advise if a site or the conditions are not suitable. The final decision will be with your dive guide on board.

Can a non-diver join the trip? Can I snorkel?

Yes, non-divers can join our liveaboard. Snorkeling is possible when the liveaboard is moored but not while the boat is moving. Solo snorkeling is not possible as snorkeling will also be guided or/and supervised. Not all diving sites are allowed for snorkeling, your guide will advise which locations are safe from boat traffic.

Can I book a private dive or snorkeling guide?

Yes, it is possible to book a private guide at extra cost. To arrange this service booking must be arranged in advance.

What is the guest/ dive guide ratio?

The maximum is 8 diver per guide. We do have 2-4 dive guides/instructors on board

Do you offer rebreather support or technical diving?

No, all diving is recreational diving. Decompression diving is not permitted on our liveaboard. Solo diving is strictly prohibited.

Do I need to get a diving insurance before the trip?

Yes, a diving insurance is mandatory to participate in any diving activities and has to be presented at check in.

Do I need to fill a medical self-declaration ?

Yes, this is mandatory to participate in any diving activities and has to be presented at check in.

I will answer “yes” on mandatory medical self-declaration – what do I need to do?

You will need to provide a “fit to dive” certificate, preferable in English, signed and stamped by a doctor. This cannot be older than 1 year. It has to be arranged prior to check-in. Visiting a doctor after check in might not be possible or will result in delay of departure. If a fit to dive is not provided, you will not be allowed to join any diving activities.

DIVING GEAR

What kind of diving equipment is on board?

You will find on all our boats 12 L aluminum tanks with DIN/INT valve, weights and belts for each diver.

Can I hire diving equipment?

Yes, any requested diving gear should be pre-booked to ensure availability. We will need your body measures with height, weight and shoe size to provide the diving gear.

Do I need a Surface Marker Buoy (SMB)?

Yes, it is mandatory for each diver to use a SMB. A SMB is an important for your safe in case you get separated from your group and/or your buddy,

Do I need a torch?

Yes, it is mandatory to use a Torch at any night dive.

Do I need a diving computer?

Yes, it is mandatory to use a diving computer or dive watch.

Do I need to use a wet suit?

Yes, we strongly recommend that you wear a wet suit for all dives. In summer, it can be a shorty or 3mm wet suit. For the winter, in special from January to March, you will need at least a 5mm wet suit. If you feel cold quickly ask for a hood too. Gloves are strictly prohibited.

Can I rent a 15 L Tank?

Yes, to balance air consumption in the dive group, tank is available at extra charge, please pre-book.

Is Nitrox available on board?

Yes, Nitrox (28 - 32%) is free of charge for certified divers.

What kind of food and beverage are served on board?

We serve full board, that means 3 tasty meals and 2 snacks during the day. All meals are served in buffet style. Soft drinks, tea, coffee and water are available throughout the day. Local alcoholic beverages are available at an extra cost.

I have food allergy, can you cater for me? I have special dietary requirements, is it ok?

We do our best to cater any special food request e.g. Vegan, Vegetarian, Halal or other diets. Please inform us in advance. Please keep in mind that ready-made, special products (e.g. Lactose free, gluten free products are not as common and rarely available in supermarkets).

What is the electricity supply?

220 V with European 2 pin plugs, please bring an adapter if needed.

What kind of safety equipment do you have on board?

Our boat have safety equipment such as medical oxygen (Demand & Free Flow), fire extinguishers, smoke detectors, fire alarm system, life jackets, Life Rafts. Common areas are camera monitored.

Is there an emergency exit?

Yes, boat has 2 emergency exits on the lower deck in cabins #7 and #8. You will be briefed in detail upon arrival.

Is there any medical supply on board?

Yes, we do have medical first aid boxes with the most common basic medical supplies

What do I have to bring with me?

- Passport (valid minimum 6 months on departure date)
- Your diving certification card
- Your logbook
- Travel, Health and/or mandatory Diving Insurance
- Dive Equipment including Computer, Torch & SMB (unless renting)
- Personal Clothing & Toiletries
- Small Medical first aid box & prescription medicines
- Money to pay for extras (small notes for change)

How can I pay for extras on board?

Make sure you bring enough cash in smaller bills in Euro, Dollar, British Pound Sterling or Egyptian Pound to pay for your extras. There is ATM in the marina.

Is there a recommendation for tips for the crew?

We recommend 70 € per guest.

Is there WIFI on board?

Yes, Wi-Fi is free of charge and shared with all guest on board. This service is available only when a mobile signal is present. In case you wish to have your private internet access, please buy your personal Data Sim Card from any of the local providers (Vodafone, Etisalat, Orange) they do have outlets at airports, available 24 hours. We might arrange Data Sim for you upon request.