

## FAQ Maldives

PLEASE READ CAREFULLY BEFORE TRIP START

### #Passports & Visas:

All guests must have a passport valid for at least six more months from the date of arrival. 30 day tourist visas are issued on arrival at the immigration desk at Maldives International airport for all nationalities and are free of charge. All visitors must be in possession of a return/onward flight ticket.

96 hours prior to entry, complete the electronic entry application at <https://imuga.immigration.gov.mv/>. Photograph the QR code and show upon request.

### #On arrival:

Upon arrival on the day of the safari start, guests will be met by an Eco Pro Divers staff member **no earlier than 9.00am** in front of the arrival exit, after baggage claim, at the international airport - easily recognizable by a sign reading "Eco Pro Divers" and boat name. **The earliest transfer to the boats is around 12pm noon**. Later arrivals will be received at the same place according to the flight time. Waiting times may occur as group transfers are prioritized. There will be another group transfer around 4pm depending on guest arrivals. Extra transfers are chargeable (15\$US per person).

**ATTENTION:** For special routes with a different departure port than Male, guests will be met at the respective domestic airport and not in Male. We ask you to walk independently to the domestic airport and check in for your onward flight.

In case of need we can be reached at the following phone numbers:

**Anna (Guestcare Manager) +960 7644995**

**Nahin (Office Manager) +960 9100014**

### #Domestic flights:

You can request them directly at Maldivian.aero at [transervemaldives@gmail.com](mailto:transervemaldives@gmail.com) or book them directly at the website: <https://maldivian.aero/>

### #Insurance:

We do require all divers to have valid insurance that covers diving accidents. Proof of this have to be presented to the dive guides at check-in.

We assume no liability and take over e.g. pressure chamber and transport costs.

## #Diving:

On the day of arrival and departure there are no dives, per week there are about 16-17 dives (2-3 per day). On the day before departure there will be one dive in the morning. At approximately 12 noon that day the boat returns to the harbour. Divers must ensure that they leave a minimum of 24 hours between their last dive and their flight departure (or going to altitude). For all diving sites visited en route our dive guides will give you a detailed and comprehensive dive briefing before you enter the water. All divers must dive in buddy teams - individual divers will be assigned a buddy on board. As qualified divers, our guests are responsible for their own safety and that of their buddy during the dive, as well as dive planning and execution. Each diver must have their own dive computer. Dives must begin, execute and end with the dive buddy. You are expected to be able to dive to a standard as per the certification and experience requirements outlined for each itinerary and as such able to complete the dive with your buddy or by following the dive guide. The guides may decide upon seeing each diver's ability not to enter the water for every dive and will remain onboard providing surface support only.

The maximum depth for diving in the Maldives is 30 metres with an equally qualified buddy. **Your maximum diving depth will be dependent on your certification and experience of both buddies.** It is your responsibility to check what depths your insurance policy covers you for before your arrival.

Decompression diving, solo diving and technical diving is strictly prohibited.

## #Courses:

We offer a range of courses on-board, from beginner to a range of specialty courses. Courses are subject to availability and itinerary and include course materials (where required) and certification fee. If arranged on-board a 10% service tax will be added. Courses have to be requested **before** trip start.

## #Dive equipment:

We recommend the following diving equipment:

Mask, snorkel, fins, boots, wetsuit, regulator, BCD, SMB (with a minimum of 5 metres of line to deploy during the safety stop), reefhook and a dive computer with spare batteries and a torch for any night dives.

The average water temperature is 29°C and we recommend a 3mm wetsuit.

Rental equipment is available on a limited basis. Rental equipment must be requested prior to the trip and we require information on suit size, weight, height and shoe size in order to prepare the correctly sized equipment for you.

All divers are required to use a **dive computer and SMB and carry reef hooks** for every dive and a torch for night dives throughout their safari experience for safety reasons.

Please bring your own or ask us what is available on-board.

You are not allowed to use gloves!

### **#Tanks & Adapters:**

We have 12l DIN tanks and INT adapters available on-board. 15l Tanks are available for rent with a rental fee and only on request.

### **#Nitrox:**

We offer Nitrox, in subject to demand and availability. And is extra charged. Nitrox can not be guaranteed and in case of no availability due to technical issues it's not refundable.

### **#Internet:**

Our boat is equipped with Wi-Fi and internet is available when a mobile signal is present normally only nearby or in port. This service is for limited internet browsing and to connect with communication applications. We offer 5GB for 30 \$US for 7days. Signal strength can vary which may result in intermittent and/or slow connections.

This service is dependent on the local mobile provider.

Alternatively, tourist SIMs can be purchased at the airport.

### **#Cabins:**

All the cabins accommodate two guests either in a double-bed cabin or twin bed cabin. Cabins are pre-sold and allocated prior to arrival. All cabins are air conditioned and have private shower/toilet. It is not necessary to bring towels, as shower and beach towels are provided.

### **#Bathrooms:**

All bathrooms are equipped with a shower, sink and toilet. Please take extra care in the bathroom not to slip and close the shower curtain and door when using the shower.

Placing toilet paper down any toilet on-board is not acceptable. This not only risks blocking the system but it also finds its way in to the delicate reef systems causing irreparable damage. Waste paper bins are provided in all bathrooms and are emptied regularly.

We provide **ecological shampoo and shower gel**. Also you will get towels so it is not necessary to bring with you.

### **#Food & Drink:**

The meals on-board are usually buffet style with a variety of dishes to suit everyone.

Water, tea and coffee are complimentary. Soft drinks, fresh juices and alcohol (cocktails, liquors, wine and beer) are available for an additional charge.

For any special dietary requests, such as vegetarian or any allergies, please inform us prior to arrival.

#### **#Alcohol:**

**Importing of alcoholic beverages is prohibited by law.** Bottles containing alcoholic beverages will be confiscated at Customs upon arrival. Alcohol is available to purchase on board.

Guests will not be permitted to dive after consuming alcohol or under the influence of a hangover as this seriously impairs your judgment and increases your risk of decompression sickness. If the guides deem that you are unfit to dive you will be asked to sit out the dive. Your safety and well-being are paramount so this request by the dive guides will only be made to avoid accidents.

#### **#Luggage:**

Whilst you may be advised where to store your luggage, you leave your belongings there at your own risk.

Due to lack of staff and logistics problems at airports, there are currently more and more delayed luggage. We therefore recommend that you take important items in your hand luggage.

#### **#Tips/Service charge:**

Since 2021 the Maldivian government implemented a **mandatory** 10% service charge by law on all services which will be divided equally throughout the team onboard.

Mandatory tip/service charge per Person:

15\$ per night

7 nights: 105\$US

10 nights: 150\$US

11 nights: 165\$US

14 nights: 210\$US

#### **#Currency accepted onboard:**

All prices are in US dollars when onboard but we accept in cash €, MVR and US dollars.

Please understand that we have to deduct around 0,05ct from the published online exchange rate

Credit card payment is possible and is subject to 3,5% bank fees.

**Please bring enough cash with you to be able to pay your bills.**

#### **#Taxes:**

TGST (equivalent to VAT) is included in the prices. The government charges a Green tax of 6 USD per day. This has to be paid onboard. Any equipment rental, special tank requests and onboard purchases paid locally will be subject to 10% service charge.

### **#Electricity:**

The boat has 110/120V AC and 220/240V, 3 Pin Sockets UK.

We do not accept liability for any damage caused by AC voltage.

### **#Fuel surcharge:**

Especially we in the Maldives, where more than 90% of the products are imported, are not spared from the extremely rising prices.

As the bad €/€ exchange rate has already made the holiday much more expensive, we do not want to raise the prices directly, but we are forced to charge a fuel surcharge at the moment.

We will regularly adjust this to the actual fuel prices in the Maldives and hope to be able to cancel it soon again.

In the last few months, fuel prices have risen by 40%.

We are currently charging 105\$ for a 7 night safari, 150\$ for 10 nights, 165\$ for 11 nights and 210\$ for 14 nights, the surcharge can be paid on board or in advance.

We are incredibly sorry for this situation but we ask for your understanding that we have to cap our costs here.

We thank you in advance for your understanding.

### **#And finally:**

If you have never been on a liveaboard before, then expect a few adjustments from normal life to enjoy your week. Please keep in mind that you are in a foreign country with a foreign culture.

If you experience any problems during the week, please ensure that these are raised with the dive guides as soon as is practically possible. The guides and the boat manager will always try their best to solve them. Even with the best will in the world, unspoken difficulties cannot be solved - so please contact us with any concerns. However, if something remains unresolved make sure you raise it with the Boat Manager at the end of your week.

### **#Check out:**

The rooms must be free at **7am** on departure day. Transfer to airport from boat is between **7am and 8am. (Group transfer)**

**Latest check out 8am** (extra transfer 15 USD per person)

## TIPPS AROUND YOUR LIVEBOARD

You arrive early or even a day earlier, you have a late flight on departure day?

Here we have some tips for you what to do:

Extend your holiday -Full day in a resort

Crossroads Maldives <https://crossroadsmaldives.com/> return transfers are around 20\$US and absolutely worth it to spend

or spend your time in Hulhumale, that's the local island where the boats park in the lagoon.

### Packing; remember to bring:

- Personal clothing & toiletries
- Ear plugs are recommended if you are a light sleeper
- Water-proof bags to store electronic items (land camera, passports) in case of water damage whilst on board
- Note: Hard suitcases are hard to store onboard so please use roll up/collapsible style bags where possible
- Logbook with your most recent dives in
- Valid diving association certification proof
- Valid travel insurance
- A copy of valid diving insurance details per person, stating the start and ending date of the diving cover with the exact diving insurance covered by the policy.
- medical first aid box & prescription medicines
- Dive equipment
- Spares