

# Pacific High

HUMANS & THE SEA

NATARAJA

## PRICE, TERMS & CONDITIONS

These prices apply for any new booking, for cruises happening from 01 January 23 onwards.



# PRICE, INCLUSIONS & EXCLUSIONS

## PRICE

**Charter Cruise Price: \$ 3,450 / night**

### **Cabin Cruise Price:**

- **Standard cabin: \$ 480 / pax / night**
- **Master cabin: \$ 528 / pax / night**
- **Single occupancy + 50% surcharge fee**
- **Children below 13 yo: 50% discount**

## INCLUSIONS FOR ALL CRUISES

- Marine Park, Harbour and Community fees,
- Full board with International and Indonesian food including 5 meals / day:  
*2 breakfasts (1 light + 1 full breakfast), 2/3 course lunch, afternoon snacks, 2/3 course-dinner,  
Soft drinks: water, tea, coffee, canned or bottled juices,*
- Room & beach towels, Soap, Shampoo, Conditioner,
- Snorkelling excursions,
- Scuba diving for certified divers (fun dives),
- Snorkelling and scuba diving gear,
- Shore excursions and island expeditions,
- Land or Sea transfers from/to Airport - Yacht - Airport or hotel if similar distance,

## EXCLUSIONS FOR ALL CRUISES

- International and domestic flights & airport tax if any,
- Dive insurance (mandatory for scuba divers),
- Travel insurance (recommended),
- Alcoholic beverages,
- Crew gratuities (tips) – Indonesian standards is 5% to 10% of the amount of the cruise,
- Introductory dives / Bubble maker: 90 USD / dive for 1 pax, 75 USD / pax / dive for 2 pax and more,
- Dive courses:
  - *The possibility to organize dive courses during the cruise must be discussed with and approved by the Cruise Director before the cruise departure date,*
  - *Theory and confined water exercises must be done beforehand,*
  - *Open Water course: \$ 345 for 1 pax --- \$ 320 / pax for 2 pax & more*
  - *Advanced Water course: \$ 300 for 1 pax --- \$ 275 / pax for 2 pax & more*
- 45-minute massages: 25 USD / massage
- Anything else not listed in the above Inclusions section.

# TERMS & CONDITIONS

## CRUISE TYPE

Charter Cruise: the guest books the whole boat for a snorkelling or scuba diving cruise.

Cabin Cruise: the guest books one or several cabins on a fixed departure date, to a specific area and specifies in advance if he/she is a snorkeler or a scuba diver and eventual additional charges that may apply such as equipment rental.

## NATARAJA CAPACITY FOR CHARTERS & CABIN CRUISES

Maximum occupancy: 9 adults + 4 children

3 standard cabins (each with 1 double bed + 1 child bed).

1 very large master cabin (with 1 double bed + 1 single bed + 1 child bed).

All cabins have A/C and en-suite bathroom.

## DIVE COURSES FOR CHARTERS ONLY

Pacific High Indonesia requires that the theory is done beforehand online, to avoid spending time on board studying and instead spending more time having fun.

Open water: 4 certifying dives will be done onboard.

Advanced Open water: 5 certifying dives will be done onboard.

## PAYMENT TERMS & BANK ACCOUNTS

**1. Reservation** cannot be held without confirmation in writing by the guest. Therefore, any booking made by phone/whatsapp are temporary and will be cancelled if not confirmed in writing within 48 hours. Pacific High will issue an invoice once the booking is confirmed. A proforma invoice can be sent if required in order to help confirm the booking.

**2. Payment terms:** to guarantee your booking, payments must be received within the Payment terms below:

- **For bookings done before 60 days before the Cruise Departure Date:** 40% deposit of the total amount of the cruise is due within 7 days of the Invoice Date. This deposit is non refundable unless booking replacement is found or given by the Pacific High Indonesia. Balance payment is to be settled 60 days before the Cruise Departure Date.

- **For bookings done less than 60 days before the Cruise Departure Date:** the full amount of the Cruise sold has to be settled within 7 days of the Invoice Date. If Pacific High does not receive the payment in time, Pacific High retains the right to cancel the booking and resell the spaces.

### 3. Payment and booking confirmation

Please select any of the payment options below and precise which one upon booking.

Please make sure that all transfer fees are borne by your bank.

We kindly ask you to write your name in the Reference of the transfer in order to ease the fund tracking if needed.

#### Bank details:

- **Bank name:** PT. Bank Mandiri (Persero) Tbk.
- **Bank address:** KCP Dalung, Bank Address: Jl. Gatot Subroto No 1, Kelurahan Dalung, Kuta Utara Badung 80365, Bali, Indonesia
- **Beneficiary account Name:** PT PACIFIC HIGH INDONESIA
- **Beneficiary account numbers:**
  - o EUR Account 1750001483618
  - o USD Account 1750001483865
  - o IDR Account 1750006009004
- **Swift Code:** BMRIIDJA

**4. Additional Charges** can be paid on board, before the end of the cruise, in cash or by bank transfer, and are subject to the currency rate approved by the Cruise Director. If paid by bank transfer, the Guests bare the bank fees. If the amount due has not been received before disembarkation time, 1% penalty fee per day of delay may apply.

## CANCELLATION

**From client side:** more than 60 days prior to departure, the non refundable 40% deposit will be charged as cancelation fee. 59 – 0 days prior to departure 100% of the cruise price will be charged as cancelation fees. If the guest decides to postpone his cruise for the same period or portion, the deposits made can be used pro-rata to pay this future cruise depending on the price and availability. If the guest decides to cancel and Pacific High Indonesia is able to rebook the boat for the same period or portion, deposits paid may refund pro rata. If rebooking is not possible, no refund will be made.

**From Pacific High Indonesia:** if Pacific High Indonesia is unable to deliver services specified in booking due to operational failures, alternative arrangements of equal or superior quality will be offered or full compensation of all costs directly related to the booked service. The guest may be charged for partially provided services. In case Pacific High Indonesia is permanently unable to deliver services specified in the booking due to circumstances beyond control, such as natural disasters, war, riots etc., the Legal Code Indonesia applies. Each will be considered according to its merit in order to find a commercially responsible solution for all parts.

Cancellations by Pacific High Indonesia or the client are to be in writing and acknowledged by both parties.

## CHECK IN / CHECK OUT TIME

**Check-in / Check-out from 6am to 11am** on the start and end dates of the cruise. Please communicate with us or your agent, in advance any information related to your arrival / departure / hotel in the Passenger Form.

## LIABILITY

Boating, Cruising, Diving, Sailing, Swimming, Snorkelling and other activities undertaken while with us with the highest standards of safety may still involve serious injury or even the loss of life. The user of our services understands and acknowledges both. In the absence of any negligence or breach of duty by the crew or owner of the Nataraja, your participation in this snorkelling or scuba diving trip is entirely at your own risk.

**Dive insurance is compulsory for scuba divers. We also strongly advise you have adequate personal travel and baggage insurance to cover any eventuality**, including charges arising should you have to cancel your holiday plans. Furthermore, Pacific High Indonesia cannot be held liable for matters such as baggage loss or damage, expense or inconvenience caused by delayed or cancelled transportation service, change of schedule, strikes or other conditions.

Please check your travel insurance policy for your diving needs.

Our suggestion for travel insurance: [chapkadirect.com](http://chapkadirect.com) or [worldnomads.com](http://worldnomads.com), [safetywings.com](http://safetywings.com).

Our suggestion for diving/travel insurance: [diveassure.com](http://diveassure.com), [safetywing.com](http://safetywing.com), DAN.

## DISABILITIES

By sending deposit, the guest certifies that the guest(s) do(es) not have any mental, physical or other condition or disability that would create a hazard for him/her or other guests. Pacific High Indonesia reserves the right to cancel or withdraw any person as a member of the tour at any time.

## ITINERARIES

Please keep in mind that the itineraries discussed prior to any cruise are sample itineraries and that daily programs are subject to change due to weather and sea conditions, availability of safe anchorage, government regulations and other factors. Every effort will be made to carry out the schedule as planned but program changes may occur during

the cruise. If the duration of the trip is adversely affected shall Pacific High Indonesia refund the difference between the agreed tour price and the services actually provided.

## PRICES

See above and all details on the proforma invoice or on the invoice sent as attachment to this document upon booking. Pacific High Indonesia has the right to increase Prices due to unforeseeable circumstances such as extreme Governmental fee changes or extreme petrol price changes.

## DELIVERY

Pacific High Indonesia agrees to deliver the yacht at the port of boarding in full commission and in proper working order, having all licenses required for any jurisdiction within the area of cruise, outfitted as a boat of her size, type and accommodations, with full equipment inclusive of that required by law. We further agree to allow demurrage pro rata to the guest for any delay in delivery, unless caused by Force Majeure. Should it be impossible for Pacific High Indonesia to make delivery within 24 hours or to find a suitable replacement vessel, after the start of the cruise period (for any reason other than Force Majeure), the guest may cancel or reschedule this agreement. Deposits paid in advance shall be returned, in full by Pacific High Indonesia to the guest within 7 days without further liability to Pacific High Indonesia.

## FORCE MAJEURE

Force Majeure is defined as any cause attributed to Acts of God, accidents, natural disaster, weather or other occurrences beyond the reasonable control of Pacific High Indonesia and not caused by Pacific High Indonesia negligence. No warranty is made as to the suitability of weather with respect to the cruise. If a Named Storm threatens or is forecast to threaten the expected location of the cruise as determined by the Captain or Cruise Director in his/her sole discretion, the Captain or Cruise Director shall have the option of terminating or cancelling the charter any time that he/she deems necessary. No refund is provided for cancellation due to Force Majeure.

## COMPLAINTS

Shortcomings in our services during the cruise are to be reported immediately to our Cruise Director on board. If possible, the Cruise Director will try to find an appropriate solution. When the complaint cannot be solved on board, Pacific High Indonesia will settle the dispute to the best of our ability within 6 weeks after receiving the complaints in writing.

## GUESTS INFORMATION

Pacific High Indonesia collects guests' personal information to deliver the higher quality of services including snorkelling and scuba diving services, and to comply with applicable privacy legislation. A guest form will be sent to the Guests' Leader and/or all guests and/or the Agent. Pacific High should receive all guests forms and details 1 month before the cruise departure date, along with the copies of passports, covid-19 vaccination cards, diving insurances cards. This information will not be shared with any third party and will only be used for operational purposes.

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By signing up this document and/or sending the deposit, the guest understands and agrees upon all terms and conditions mentioned above, including the rates proposed on the proforma/invoice.

**Carlotta DYEVI, Bali, 20.05.22**

Office Manager at Pacific High Indonesia



**Name :**

**Date:**

**Signature :**