



SSI PLATINUM TRAINING FACILITY

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## GENERAL INFORMATION

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Dear guests

Attached please find the information about our facilities as well as the services we offer. Please feel free to contact our staff in case you have any request or further questions.

We wish you a pleasant stay in our resort.

Tauch Terminal Tulamben Team

Please find the following information:

- |                             |                          |
|-----------------------------|--------------------------|
| Beach Sellers               | Phone calls              |
| Check out time              | Restaurant               |
| Dive services               | Safe                     |
| Drinking water              | Security                 |
| Drop off beach and pool bar | Shop                     |
| Electric power              | Swimming pool            |
| Emergency                   | Tip                      |
| Laundry                     | Tours                    |
| Mail                        | Towels                   |
| Medical services            | Transportation           |
| Mini bar                    | Travelling with children |
| Payment                     | Wellness & Spa           |



## BEACH SELLERS

This resort is a place for your rest and unforgettable dive vacation. To keep it like that we kindly advise you **not to buy anything from the sellers** on the shore. We try to support the village in many different ways. As the sellers on the shore are mostly not even from this village, we ask you to take a short walk and find a little piece of memories in their shops. The beach sellers can be very disturbing, especially when trying to sell you low quality goods to high prices.

Also, in cases you buy, this place will be like the Kuta area soon where tourists cannot go 5 meters without being interrupted by sellers who are not requested. Let us leave this attraction to the busy south and keep a peaceful and untouched place here, like Tulamben is today.

## CHECK OUT TIME

General check out time is 12:00 pm, however, depending on our booking situation you may keep your room longer. Please contact our receptionist regarding this matter.

## DIVE SERVICES

You can find detailed information concerning to our dive activities in our dive base or you just contact our dive base leader or dive staff.

## DRINKING WATER

Our tap water has been analyzed in Singapore and was proved to be drinking quality. However, we advise to drink bottled water, available in the minibar as well as in the restaurant. All ice cubes are made from drinking water and not tap water.

## DROP-OFF BEACH AND POOL BAR

Our bar is open daily from 7:00 am until open end. We are happy to serve you your deco beer and many delicious cocktails there. Please be quiet in the late hours with reference to our sleeping guests and do not bring glasses or glass bottles to the pool.

## ELECTRIC POWER

We have 220 V, plugs are the same connector type as in Europe.

## EMERGENCY

Please read our emergency plans which you can find in your room and follow these instructions for your security. Every bungalow/room has a fire distinguisher. Please follow the emergency exit signs which are distributed over the whole resort and come as fast as possible to the parking area next to the security checkpoint.

## LAUNDRY

We offer you a laundry service which is generally made within 24 hours. Please fill in our laundry order forms and place the form as well as your laundry on your bed.



## MAIL

Just bring your mail to the reception and we care about the rest. Please pay the stamp price in cash there.

## MEDICAL SERVICES

For small wounds or bites please contact our reception and our trained staff can handle minor first aid. If medical attention is needed, we organize your trip to the closest English-speaking doctor or in special cases to Kuta/Denpasar. In urgent cases it is even possible to bring a doctor to the resort. We handle dive related emergencies with first priority; an oxygen kit is available in the dive base. Please immediately contact the dive base leader in such a case.

Please report all accidents, even minor!

## MINIBAR

There is a mini bar in all our rooms which we replenish every day. Everything you consume will be added directly to your room bill.

## PAYMENTS

We gladly accept major credit cards (AMEX, Visa, Mastercard). Please note that the Indonesian Government forces us to charge your credit card in Indonesian Rupiah (latest exchange rate). Please ask our receptionist for the current rate. Of course, we also accept cash in the following currencies: Indonesian Rupiah, US \$, Aus \$, Euro und Swiss Franken.

## PHONE CALLS

National and international phone calls can be made at our reception.

## RESTAURANT

The breakfast buffet will be served in our restaurant from 7:00 am until 10:00 am and is in the room price included. Earlier breakfast may be served upon special request (if you join a tour for example). If so, please inform our reception staff. Our restaurant offers you a varied mix of Indonesian and Western cuisine. We also offer you fresh cake as well as a daily "Special of the Day"-Menu. Please check this on our black board in the restaurant. The restaurant is open generally from 7:00 am until 10:00 pm.

## SAFE

All our rooms have a private room safe including a manual. We cannot take any responsibility for lost valuables in our resort. If you have any questions, please contact our staff.

## SECURITY

Our resort is guarded by a security 24 hours a day.



## SHOP/DIVE SHOP

We offer you a large range of diving equipment, sport clothes, t-shirts, books as well as many different present articles. Please have a look in our shops next to the reception and in the dive base. If you have any questions, please feel free to ask our staff.

## SWIMMING POOL

The freshwater swimming pools are reserved for our guest only. Please note that the facility is sometimes used for dive training as well and that it is not allowed to jump into the water. Please do not use your room towels in the pool area. We provide you with special pool towels which you can get at our towel station. The pool areas are open from 7:00 am until 7:00 pm. Please note that we do not have a pool attendant. However, our staff is trained for emergency situations. Children below 12 years should not enter the pool area without parents. Please have a shower before using the pool to avoid the pollution with sun crème, massage oil or sand.

## TIP

A service charge of 11% is automatically added to your food and beverage bill. This amount of money and the tip from the tip box will be divided monthly among all staff. Please note that we have about 65 local staff and a lot of them are working in the background. But all of them work for your comfort and enjoyable stay. So, if you want to tip please use our tip box at the reception.

## TOURS

We offer you a large range of tours so you can also visit the beautiful and interesting places of Bali on the land. You can find the detailed descriptions at our reception. We are also happy to arrange an individual tour to your wishes. If you have any questions, please do not hesitate to ask our reception or guest relation staff.

## TOWELS

As a SSI Platinum Facility and role model in preventing the oceans and this beautiful island the environmental protection is very important for us. That is why we try to make every possible preventive step. You may help us by using your towels again for example. If you wish to use your room towels for another day, please hang it on the towel rack. If you need new towels just leave them on the floor and your room maid will replace them.

## TRANSPORTATION

Please confirm your transportation back to Kuta, to the airport or any other destination at least 24 hours before departure. This can be done at our reception.



## TRAVELLING WITH CHILDREN

Please note that this resort is prepared to handle divers and adults in a first place. Some of our facilities may represent danger to young children due to high stairs or the pool (up to 3 m deep).

## WELLNESS & SPA

Due to our modern society it is very easy to get physical, emotional and mental problems or just even stressed. That is why it is important to relax and to have some treatments in advance. Massages and aromatherapy are a good way to keep you young and healthy. Our Spa is open every day from 09:00 am until 7:00 pm. Please make a reservation at the Spa to ensure that you get your treatment to the time you wish. As well we offer you traditional Balinese massages in our „Massage Pavilion“.

Thank you for your understanding!

Tauch Terminal Tulamben Team

