

# Pre-trip FAQs



wakatobi



Thank you for confirming your Wakatobi trip – we are looking forward to welcoming you to our secluded diving and snorkeling paradise. The following information has been collected to answer the most commonly asked questions at this stage, and to aid you in your preparation for the trip of a lifetime.

## Indonesian Visa (online or on arrival in Bali)

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There are two ways for the nationals from the following countries\* to secure a visa to enter Indonesia:

**Online:** <https://evisa.imigrasi.go.id/> Follow these steps after you click on Apply:

Step 1 / Choose country = Dropdown menu of countries

Step 2 / Main Purpose = General, family or social

Step 3 / Sub Purpose = Tourism, family, transit

Step 4 / Choose a visa = B1 Tourism (Visa On Arrival)

Step 5 / Planning to stay = 30 days

### On Arrival:

At the time one lands in Indonesia from overseas, select nationalities\* are able to purchase a 30 day Visa-on-Arrival for IDR 500,000 per person (about USD 30).

This can be paid in Indonesian Rupiah (cash), in any major currency (cash), or with a Visa or MasterCard. Immediately after your arrival into Indonesia, you will be free to travel throughout the country.

ASEAN passport holders are also able to enter through the Visa-Waiver programme.

If you have any further questions about the eVisa / Visa-on-Arrival, please don't hesitate to contact our team.

The requirements for these visas are:

- a) a passport with at least 6 months validity from the day you arrive in Indonesia,
- b) at least two totally empty blank page in your passport.
- c) a passport issued by one of the following countries:

\* Albania, Andorra, Argentina, Armenia, Australia, Austria, Bahrain, Belarus, Belgium, Bosnia and Herzegovina, Brazil, Brunei Darussalam, Bulgaria, Cambodia, Canada, Chile, Colombia, Croatia, Cyprus, Czechia, Denmark, Ecuador, Egypt, Estonia, Finland, France, Germany, Greece, Guatemala, Hong Kong SAR, Hungary, Iceland, India, Ireland, Italy, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau SAR, Malaysia, Maldives, Malta, Mexico, Monaco, Morocco, Mozambique, Myanmar, New Zealand, Norway, Oman, Palestine, Panama, People's Republic of China, Peru, Poland, Portugal, Qatar, Romania, Russia, Rwanda, San Marino, Saudi Arabia, Serbia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Suriname, Sweden, Switzerland, Taiwan, Tanzania, Thailand, The Netherlands, The Philippines, The Seychelles, The United Arab Emirates, The United Kingdom, The United States of America, Timor Leste, Tunisia, Turkey, Ukraine, Uzbekistan, Vatican, Venezuela, Vietnam.

For additional info on Indonesian Visa requirements check our website at <https://www.wakatobi.com/faq/#visa>

## Bali Tourist Levy (online or on arrival in Bali)

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International visitors to Bali are required to pay a one-time fee of IDR 150,000 (about USD 10). This fee is applicable to both adults and children, for the duration of your visa and stay in Indonesia.

Travelers are encouraged to conveniently settle this fee in advance through the Love Bali website; <https://lovebali.baliprov.go.id/>. Upon payment, an email will be sent containing a QR code, which should be stored on your smartphone or printed for scanning at checkpoints in Bali Airport.

Individual online payments are required; currently, family payments cannot be processed online.

Alternatively, the levy can be paid upon arrival at the airport in Bali.

## Indonesian Customs Declaration (online only)

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In the 48 hours immediately prior to your arrival in Indonesia, it is possible to complete the online electronic customs declaration.

This can be completed by clicking the following link: <https://ecd.beacukai.go.id/>

## Travel & Dive Insurance

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We strongly recommend that all guests protect their investment by securing a fully comprehensive travel insurance policy. Depending on your country of residence, there are several options from which to choose, e.g. **Allianz**, **Divers Alert Network (DAN)** and **PADI Travel**.

We also recommend you consider purchasing supplemental dive insurance prior to departing for your trip. These are offered by companies such as **Divers Alert Network (DAN)** and **Dive Assure** who offer specific dive-related policies that can often also include travel and gear, as well as accident coverage in one comprehensive policy.

*Please check with your physician and medical insurer in advance of your trip to verify that you are covered while traveling abroad and scuba diving.*

## In advance of travelling

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About three weeks prior to your visit, we will be in touch with a request to complete a form on our website (<https://www.wakatobi.com/crm/essential-information/>). This form provides us with the information we need to know to prepare fully for your arrival.

If you already have all your travel details then you are welcome to complete this form now.

## Climate and water conditions at Wakatobi

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Air temperature is in general around 30°C (86°F) during the day and nicely cooler in the evening. Water temperature is a fairly cool 26-28°C (79-82°F).

For divers who tend to get chilled easily we suggest a full body 5mm dive suit, especially for those making several dives in a day. This may seem excessive, but keep in mind that most of our guests do a full four dives a day all around 70 minutes long. You'll get cooled off quite a bit!

For snorkelers we suggest a 3mm wetsuit for cold and sun protection or just a lycra skin for sun protection.

## What to pack

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When travelling to Wakatobi it is not necessary to travel with shower gel, shampoo & conditioner as we provide these in every room at the resort and all cabins on Pelagian. We also provide towels, hair dryers, extension cables, power plug adaptors and power converters should you be a photographer or videographer and need these.

At Wakatobi we speak in terms of barefoot luxury; relaxed and casual clothes are the order of the day. Dress is usually informal in Indonesia due to the warm, humid climate and lightweight fabrics are recommended. Hats and light long sleeve shirts (for sun protection), light windbreakers, wraps, or even a sweatshirt should also be considered as it does cool down at night. Many of our guests do enjoy to dress up a little for dinner.

Casual shoes, sneakers or sandals are all you will require at the resort. Our walking paths are packed sand and guests are asked to remove their shoes in common area buildings such as the restaurant and longhouse. On Pelagian we ask guests not to wear shoes inside the yacht. Therefore, it is not necessary to bring more than one or two pairs with you to Wakatobi.

If you have any luggage that you will not need during you stay at Wakatobi, for example winter clothes, souvenirs bought in Bali, shoes etc - then we will happily store these in Bali and return these to you when you return to Bali.

We do have laundry services available at the resort.

## Your arrival in Bali

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We arrange airport assistance for all guests of Wakatobi. Once you have completed immigration formalities you will find our staff waiting for you at baggage nearby the conveyor belt for your flight. Our team will help you collect your luggage, re-confirm the flight details for your departure to Wakatobi, and assist you with connection to your hotel driver (if you have one have arranged) or help you book a taxi from a reputable firm at the airport.

Following are some hotels you might consider for your Bali overnight or longer stay.

**Belmond Jimbaran Puri** (Jimbaran / 30 minutes from airport) \$\$\$  
(<https://www.belmond.com/hotels/asia/bali/belmond-jimbaran-puri/>)

**The Anvaya Beach Resort Bali** (Kuta / 20 minutes from airport) \$\$  
(<https://www.theanvayabali.com/>)

**Novotel Bali Airport** (In the Bali airport) \$  
(<https://all.accor.com/hotel/9105/index.en.shtml>)

Novotel features a direct access hallway from the hotel to the International departure hall and convenient access to the domestic terminal. Ask at reception.

## Bali tours and more

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If you are interested in spending extra time in Bali before or after your visit to Wakatobi, our concierge team can make arrangements for day tours or transfers with our own Wakatobi tour guide. Please email us at [bali@wakatobi.com](mailto:bali@wakatobi.com).

For more advanced itineraries we recommend you contact KelanaDMC (<https://www.kelanadmc.com>). Email KelanaDMC at [info@kelanadmc.com](mailto:info@kelanadmc.com).

## Departure to Wakatobi

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On the morning of the guest flight, we request guests to arrive at the domestic departure terminal of the Bali airport by 6:45 am. Guests need to meet with our staff (holding Wakatobi sign boards) outside the terminal building. Our staff will give you an entry pass that will get you through the security barrier.

On the other side of the barrier, you will meet with more Wakatobi staff. There is no need for tickets / confirmation documents on our charter as we personally assist all guests through check-in. We will take your luggage and escort you to an airport café where you can enjoy a complimentary breakfast while you wait for our flight. When the time comes we will then escort you to the departure gate to board the plane to Wakatobi.

## Planning your days

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Many guests inquire in advance about times for meals, diving/snorkeling and fitting in other activities. To give you an idea following is a basic Resort schedule.

### Resort schedule

Breakfast from 6:30 to 9:00am

First dive - boats depart at 7:30 am with the first dive at, or around 7:45 am

Second dive at or around 9:30am - 10:00am

Lunch from 12:30pm to 2:30pm

Third dive at 2:15pm, or at sunset when a night dive is offered instead

Dinner from 6:30pm to 9:00pm

**Note:** When dive #1 and #2 are nearby the Resort, the boat will return to the Resort for a short break during the surface interval. Should both dive #1 and #2 take place further away from the Resort, the boat will not return to the Resort till lunch time.

## Spa services and additional activities

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The Spa is open every day from 9am to 9pm. The latest Spa booking is at 8pm. Spa treatments can be booked at the resort. Please make arrangements with reception in the Longhouse.

Once you arrive, you will receive a schedule with detailed information about our Behind the Scenes tour, village tours at Lamanggau, towel art, Indonesian cooking demonstrations and other activities. To reserve watersports equipment such as stand up paddleboards or kayaks, please inquire with the Dive Center in the Longhouse.

## Pelagian's routine

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Pelagian picks up guests at the resort. You will be treated to lunch at the resort restaurant and then later board the yacht. This is a sample of your Pelagian daily eat, sleep and dive itinerary.

### Pelagian schedule

Light breakfast 6-6:30am

First dive departs at 6:45am

Hot breakfast served at 8:30am

Second dive departs at 10:15am

Lunch is served around 12:30pm

Third dive departs at 2:15pm

Freshly prepared snacks are served at 3:45pm

Fourth dive departs 5:40pm (except at Pasar Wajo for mandarin fish experience before sunset)

Dinner around 7:00pm

**Note:** Night dives are conducted starting after sunset with dinner served after you have returned and freshened up. Inquire with your cruise director once you are aboard.

## Tipping

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Tipping is entirely up to our guests' discretion, and is by no means obligatory.

For some nationalities, it is a cultural norm to tip (and not to do so feels uncomfortable). For other nationalities, the whole idea of tipping is uncomfortable. As we aim to make every guest comfortable, you can choose to tip, or not to tip, depending on what makes you feel good.

Of course, when given, tips are gratefully received by staff. The only regulation we have is that there is no personal tipping. All tips received are pooled and divided equitably.

## Return to Bali

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On the last day of the Wakatobi vacation our charter flight will return to Bali between 2pm – 3:30pm and we don't recommend anyone to book tickets to leave Bali on the day of return from Wakatobi until after 5:30pm.