

Pre-trip FAQs

wakatobi

Thank you for confirming your Wakatobi visit. We look forward to welcoming you to our secluded diving and snorkeling paradise. The following information answers our most commonly asked questions and will help you prepare for the trip of a lifetime.

The most recent version of this file can be found on our website at the following link : https://www.wakatobi.com/faq/

Before you travel – a short checklist

Everything you need to arrange before you arrive, and when to do it. Each item is explained in full further on in this document.

As soon as you book	Check your passport. It needs at least six months' validity from the day you arrive in Indonesia, and two blank pages. See **Your Indonesia visa**.
When booking your flights	We recommend arriving in Bali no later than the evening before your Wakatobi flight. On your return, do not book a flight out of Bali before 6pm. Your flight leaving Indonesia must depart within 30 days of your arrival. See **Departure to Wakatobi** and **Return to Bali**.
Before you travel	Travel and dive insurance is optional, but we strongly recommend it. See **Travel & Dive Insurance**.
About 3 weeks before	We email you your Wakatobi flight details together with a link to our **Essential Information Form**. There is nothing you need to do before then.
Within 72 hours of arrival	Complete the **ALL Indonesia Arrival Card**. It is compulsory for every visitor, and you can buy your visa in the same form.

Your Indonesia visa

Everyone visiting Indonesia needs a 30-day tourist visa. It costs IDR 500,000 per person (about USD 30), and there are three ways to obtain it: apply for it in advance on the eVisa website, buy it online when you complete your arrival card, or buy it on arrival at Bali airport.

Whichever route you take, you need:

a) A passport with at least 6 months' validity from the day you arrive in Indonesia.

b) At least two blank pages in your passport.

c) A flight departing Indonesia within 30 days of your arrival.

d) A passport issued by one of the countries listed under Eligible nationalities below.

Your Indonesia visa (continued)

1. Online, in advance

The 30-day visa can be applied for in advance at https://evisa.imigrasi.go.id/.

If you apply for the eVisa, you need to use it within 90 days after approval. First create a user account on the website, and then follow these steps after you click on Apply:

- **Step 1 / Choose country** = select from the 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

When asked for your address, please enter "Wakatobi Resort." When asked for the postal code, use **93793**, after which the rest of the address will auto-complete. Payment for the online eVisa is by credit card only (Mastercard, Visa, or JCB).

2. Online, with your arrival card

Every visitor also has to complete the ALL Indonesia Arrival Card in the 72 hours before arriving, and the visa can be bought in that same form. When the form asks “Do you already have a Visa or Stay Permit?”, select **No**.

Once the card is submitted, a green **Apply for Visa On Arrival** button appears on the summary page. Your details carry across automatically and there is nothing to upload. Payment is by Visa, Mastercard or JCB.

3. On arrival in Bali

The visa is sold at the visa payment counter, which you pass just before immigration. There is nothing to prepare in advance. The fee is IDR 500,000 per person, payable in Indonesian Rupiah or any major currency in cash, or by Visa or MasterCard.

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

If you have any further questions about your visa, please don't hesitate to contact our team.

Eligible nationalities

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

If your nationality is not listed above, a Visa on Arrival may still be available at the airport, or a different visa type may be required. Please check the official immigration website (imigrasi.go.id) before travelling.

ALL Indonesia Arrival Card (online only)

Every visitor to Indonesia has to complete the ALL Indonesia arrival card. It carries the mandatory health and customs declarations, and is checked at customs when you land.

It can only be submitted in the 72 hours before you arrive in Indonesia: https://allindonesia.imigrasi.go.id/

Step 3 asks for your accommodation details in Indonesia. This video shows how to complete that step: https://www.youtube.com/watch?v=DFgv1xGVQ9Q

If you have not already bought your visa, you can buy it in this same form.

Bali Tourist Levy (online or on arrival in Bali)

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.

Travel & Dive Insurance

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

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

With average air temperatures hovering around 30°C (86°F), cooling down pleasantly in the evening, and warm ocean waters, Wakatobi offers pleasant diving conditions year-round. Water temperatures typically range from 25-30°C (77-86°F) throughout the year. However, slight fluctuations occur seasonally, which is why choosing the right wetsuit thickness is essential for comfortable 70-minute-long dives. The following recommendations provide guidance for each season.

To ensure comfortable dives, we recommend the following wetsuit thicknesses:

- **November to March:** Water temperatures range from 28-30°C (82-86°F). A 3mm wetsuit is generally sufficient.
- **March to June:** Water temperatures range from 27-28°C (81-82°F). A 3mm or 5mm wetsuit is recommended.
- **June to October:** Water temperatures range from 25-27°C (77-81°F). A 5mm or thicker wetsuit is recommended.

For snorkelers, we recommend a 3mm wetsuit for both warmth and sun protection, or simply a Lycra skin for sun protection alone.

Please Note:
Of course, everyone is different, and individual needs may vary based on factors such as personal metabolism and diving experience. Additionally, the accumulated chill-factor from multiple dives over several days can sometimes lead to feeling chillier towards the end of your stay. We recommend considering these factors when choosing the appropriate wetsuit thickness for your trip.

What to pack

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.

Drone policy

We welcome drones at the Resort. As some of our bungalows and villas have semi-open bathrooms, we kindly ask that drones are not flown above the accommodation areas. You're very welcome to fly around the jetty or other locations away from guest rooms. If any guests express discomfort due to drone activity, our Resort team may ask you to adjust or limit your drone flights accordingly.

Your arrival in Bali

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/en/hotels/asia/indonesia/jimbaran-puri-bali)

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

If you are interested in spending extra time in Bali before or after your visit to Wakatobi, our concierge team can make suggestions for day tours or transfers. Please email us at bali@wakatobi.com.

For more advanced itineraries we suggest you contact KelanaDMC (https://www.kelanadmc.com). Email KelanaDMC at info@kelanadmc.com.

Departure to Wakatobi

On the morning of the guest flight, we request guests to arrive at the domestic departure terminal of the Bali airport by 7:45am. 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

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 is from 6:30am to 9:00am

First dive/snorkel – boats depart at 7:30am with the first dive/snorkel at, or around 8:00am

Second dive/snorkel – boats depart at or around 9:30am – 10:00am

Lunch from 12:30pm to 2:30pm

Third dive/snorkel – boats depart at or 2:15pm, or 5:30pm when a night dive/snorkel 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

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

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

Grazing breakfast from 6:00am to 6:30am

First dive/snorkel briefing is at 6:45am

Hot breakfast is served at 8:30am

Second dive/snorkel briefing is at 10:15am

Lunch is served around 12:30pm

Third dive/snorkel briefing is at 2:15pm

Freshly prepared snacks are served at 4:00pm

Fourth dive briefing is at 5:40pm

Dinner is around 7:30pm

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. There is no night snorkeling offered on Pelagian.

Tipping

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

On the last day of the Wakatobi vacation our charter flight will return to Bali between 3pm – 4pm and we don't recommend anyone to book tickets to leave Bali on the day of return from Wakatobi until after 6pm.