

Greetings Dive Traveler,

Thanks for booking your dive travel with Water World. We hope to make it a choice you will want to repeat. The promise of adventure in the sunny wild blue yonder helps us all enjoy life a bit more. Being well informed about the needs and obligations of the trip will help assure it all goes smoothly. This letter is designed to insure that you are a well informed and prepared traveler with more time to relax and enjoy the water. Since we are acting as a booking agent for the resort destination we want to insure all parties understand their exposures and obligations. If you are a seasoned traveler this will be review and we welcome any ideas that you feel should be added to this message.

Passports & Trip Application Forms:

All travelers today need a current valid passport to travel outside the United States. Please fill out the travel application/information form online and send it in to Water World with a copy of your passport. Most of this is emergency information we will never use but should a situation arise, we will be better prepared to help you effectively. You must have the original passport in your hand at the airport and it should be valid for 6 months after the trip return date. Don't wait on this one. Go get your passport and check it immediately. Even with extra fees, it will take over 30 days to get a passport renewed. If it's more than 2 years expired it takes even longer.

Luggage & Security:

Divers often carry a lot of stuff. Make sure your luggage conforms to international flight size regulations. This can change but is currently 2 checked pieces at 50 lbs. & 62" (length + width + depth) and one carry-on piece at 40 lbs. & 45" per ticket. Be prepared to pay additional charges when you exceed your allotted weight and/or size. If you have a small plane charter flight in your transportation plans, double check that weight allowance. It is often less than the international flight and may also carry overweight charges. We suggest carrying very basic short term supplies in your carry-on which is not counted in your "checked" weight allowance. This could include shorts, bathing suit, flip flops and toiletries: things to help you get comfortable when you arrive. Some folks carry their regulator and dive computer in the plane cabin. This insures it will arrive and that that your computer is exposed to the same pressures as your body. This is important if you are diving within 24 hours of the flight. Generally, your luggage arrives, but it sometimes comes in after you...

Increased security has lengthened airport lines and reduced what you can carry aboard. Remember to minimize your liquids and leave even your small blades at home. Current guidelines recommend allowing an hour and a half before your flight to deal with potential airport delays. If you have special needs such as pharmaceuticals or obscure batteries, carry them with you. Selection and price can be tough on an island. If you have any specific questions, please feel free to call and ask about availability of items at your specific destination.

Dive Equipment & Skills:

Most divers carry their snorkeling gear, BC's, regulators, and wetsuits with them. These are personal fit items that make us happier underwater. There is generally no need

to travel with tanks or weights. They're heavy and are generally included in the basic price of tropical fly-in dive destinations. If you do not own your gear, you probably want to explore renting it locally and taking it with you. It's tough to know what quality and style of gear you'll find when you arrive at your island paradise. We offer special rental discounts to all our travelers.

If you own gear, make sure it has been properly serviced. If not, be aware that service lead-time is generally two weeks or more. If it has been serviced recently, you should still pull your gear out well before the trip, assemble and test it all. You may uncover a problem and you can treat yourself to a trip preview by imagining yourself underwater and enjoying the trip to come. Take the regulator or snorkel to the tub and close your eyes breathing face down and relaxing while you conjure up pleasing images from trips gone-bye....

If it's been too long for you to remember any past trips, you should consider taking a little SCUBA review before your trip. Different destinations present different challenges for divers. Make sure your skills are up to the demands of your destination. All of our group trips are led by certified instructors but you will want to be prepared before you arrive. Also remember the Dive-masters at the destination have final say on diver competency and may require basic skill demonstration and/or additional certifications for certain specialty dives. Our Instructors are there to help but are ultimately just visitors in another operations house...

Money and Insurance:

Your trip can be paid in one payment or may involve a series of payments. Make sure you are aware of the cancellation policies at each step. Our group trips have clear cancellation policies on each fact sheet. Individual trips may involve other policies. It is your responsibility to read and understand these policies. Some destinations allow us to pass your credit card on to them. Some do not. If they will not accept your credit card from us without a penalty, we may ask you to pay by check to avoid paying the card service fees. Please pay attention to the payment schedule on your trip and adhere to those deadlines.

Know what exactly is included in your package and understand what additional mandatory expenses you may incur. Meals, number of dives, transportation, mandatory service charges, and expected tipping costs should be high on the list to clarify. Many liveaboards will expect a 15-20% gratuity for the crew that has become a nearly mandatory expense. Many land based resorts have all service charges built in and minimal tips to the dive crew for "a job well done" is all that is expected. Marine Park Fees and departure taxes must generally be paid in cash on site. If side trips are a possibility, how must they be paid? Make sure you have enough cash or other means to meet the needs of the trip. You should notify your credit card company that you will be traveling out of the country. This will help prevent their "fraud departments" from blocking the card when they see charges from unusual destinations.

Trip Insurance

We recommend you purchase travel insurance to protect your investment in a great vacation. There are several options available with links on our website or you can

come into the store and pick-up a flyer. Once you sign up for a trip, you are entering a contract with cancellation policies that often includes loss of all funds paid. These policies will be enforced and your best protection is to purchase a travel insurance option. These policies will not protect you from simply changing your mind but they will assist in medical or weather emergencies.

Dive Medical Insurance

Dive travelers can have some unique medical issues that make membership in DAN and the purchase of an auxiliary insurance policy for dive incidents a wise investment. Some medical plans exclude hyperbaric chamber treatment and may not cover the costs of an air ambulance to get there. Again, we have flyers in the store or you can link to DAN through our website www.waterworld.com.

Airfare Options:

With the exception of trips to the Pacific, our trips do not generally include airfare. The advent of internet booking has made holding group space more expensive than the best price sometimes found on individual bookings. We don't want our service to cost you money; we want to enhance your experience at the same or cheaper price. Internet booking is a crap shoot and can vary day to day and change in what appears to be an illogical fashion as various classes of seats change availability. We can book your flights and sometimes have access to cheaper fares but this happens much less frequently than it did a few years ago. The fun of vacationing with a group includes the comradery of traveling together. To help keep the group together, we often have target flight information available and will be glad to go ahead and book the flight when prepaid. There is however no obligation to travel on those flights and you are welcome to use frequent flyer miles on other airlines if the schedules will work. If you ask us to book the flights, you are bound by all the policies of the airline which are generally non-refundable, non-transferable and subject to change penalties. Just make sure you let us know what direction you want to proceed because we have not handled your airfare unless you have requested and paid separately for it.

Club Membership:

All of our group trips are officially **Bull City Divers** club trips. Divers who do not join the club, will have to pay a surcharge equal to the cost of the club membership. There are many benefits to joining the Club listed on our website. They include discounts on sales and rentals at Water World, free t-shirt, monthly meetings, regular parties and first access to most Water World activities. Non-Club members who are sponsored by Club members, and live more than 60 miles from the store, can pay the member trip price but, they will receive no other club benefits.