# Frequently Asked Questions (FAQ)
# Kubu Indah Dive & Spa Resort

**1. Accommodation & Room Types**

**What types of rooms or bungalows are available?**

The resort offers modern Balinese-style individual bungalows built with high-quality materials and traditional thatched *Alang-Alang* roofs. The main options include:

- **Beach View Bungalows:** Nestled within the resort's tropical gardens, these units feature partial views of the sea, a private terrace, and measure approximately 31 to 34 sq. meters (approx. 344 sq. ft.). These can be booked for an **additional fee** of $190 per couple for the duration of the trip.
- **Deluxe & Superior Garden Bungalows:** Comfortable garden-facing rooms designed for a peaceful, nature-immersed stay. These are included in our package.
- **Single supplement**

  If you would like a single room, the single supplement for a Garden room is an additional $895. Total price $4687 for a diver and $3874 for a snorkeller.

**What amenities are included in each room?**

All guest rooms and bungalows come equipped with:

- Air conditioning and ceiling fans
- Private bathroom with rainfall shower facilities and complimentary toiletries
- Free Wi-Fi access
- Minibar and complimentary bottled water
- Safety box / laptop-friendly workspace
- Furnished patio/terrace.

**2. Dining & Food Options**

**Is breakfast included?**

Yes, included is a daily complimentary full breakfast served fresh at the resort.

**What are the onsite dining options?**

- **Onsite Restaurant:** Serves an array of local and international dishes, a la carte menus, and special dietary requirements (such as gluten-free options).
- **Bar / Lounge:** Ideal for enjoying tropical cocktails, refreshments, and happy hours overlooking the ocean.
- **Additional food Budget:** around $50-per day for lunch & dinners, additional for alcohol. Duty free alcohol can only be consumed in your room; it is not permitted elsewhere in the resort.

**What other facilities are available at the resort?**

Everyone will receive a **complimentary 60-minute** Balinese Massage at the Alam Spa.

- Other treatments are available at additional cost at the Alam Spa include:
  **Balinese Massage:** Traditional full-body massage starting with a rose petal and sea salt foot bath, followed by your choice of natural massage oils to ease tension.
  **Aromatherapy Massage:** A relaxing massage using a custom blend of natural aromatherapy oils, complemented by an aromatic flower and herbal salt foot bath]
  **Kubu Indah Reflexology:** A 1-hour targeted reflexology session
  **Facial Treatments:** Skin care and facial options available on-site
  **Body Peeling and Wraps:** Exfoliations and wraps using local raw materials like papaya, coffee & coconut.
  **Baths:** Relaxing soaking baths.
  **Manicures & Pedicures:** Nail care services offered at the spa.

**3. Scuba Diving & Water Sports**

**What makes the diving at Kubu Indah unique?**

The resort features an exceptional **onsite house reef** right off the waterfront, making it a world-class spot for macro photography, vibrant marine life, and relaxed shore diving away from the heavily crowded tourist hubs of South Bali. The legendary **USS Liberty Shipwreck** and other regional dive sites are also located just a short drive away. We will also be doing day trips to dive with the **Mola Mola** and **Manta Rays** and other amazing marine life at Nusa Penida

National Park. We have three days of boat diving booked, two boat dives in the Amed area and two full daytrips to Nusa Penida and **Crystal Bay**, including three dives a day and lunch. Diving the **USS Liberty** is a shore dive.

**Will I need to pay access fees for access to the Nusa Penida Marine Park?**
Yes, a fee of around AUD$8 per day for the days we are diving in this area. This is likely to be billed to your room for payment or can be paid daily by credit card.

**Is Kubu Indah dive a PADI 5-Star Dive Centre**
Yes, and all dives will be guided by local underwater guides a comprehensive dive briefing will be provided. Local guides will underwater lead all boat dives. We will also have our own Divemaster, Peter O'Brien there also to advise and assist you.

- **What is included in our Package:** fifteen dives in total in the Kubu and Tulamben area including scheduled house reef shore dives, complete with weight belts, tanks, and weights. Two boat dives in the Amed area and two full day trips, including six boat dives and lunch at Nusa Penida and Crystal Bay (3 dives per day) famous for Manta Rays and Mola Mola sightings.
- **Nitrox:** Free Nitrox is available for certified Nitrox divers. We suggest all divers get Nitrox certification before departure. Talk to Judith about options.
- **Equipment Rental:** tanks and weights are provided on all dives. They are 10l aluminium cylinders. Additional scuba gear can be rented daily at additional cost. It is highly recommended that you take your own scuba gear, particularly if you are accustomed to a weight integrated BCD. Take a light-weight beach towel and a small hand towel for away trips. Don't forget your anti-fog and mask cleaner. If you want to check your buoyancy with an aluminium cylinder before your trip request one on a club dive prior to your trip.
- **Will I need a dive computer?**
  Yes, all divers will need a dive computer. If you don't have one book a rental with Scuba Warehouse in advance. Some underwater phone housings allow you to make your phone into a dive computer – if this is an option you would like to explore, purchase it at least a month out from your trip to be accustomed to how it operates.
- **What time do dives start in the morning?** Times will vary according to the location of the dive. You will be given instructions the night before.
- **Transfers** to all dive locations on the itinerary. Please be prompt and be ready for published departure times, there is nothing more annoying on a group trip than for the majority to be waiting around for a couple of tardy divers to turn up.
- **Storing your equipment at the resort**
  For divers with their own equipment, you will have the option to store it at the equipment room at the resort. The Dive Staff will prepare your equipment for your dive trips. Upon return in the Resort the Dive Staff will rinse it in fresh water, so you have more time to enjoy your holiday.
- **Will I need my "C-Card" –** Yes, local operators may ask to see your certification. If you don't have a physical card – take a screen shot of your card from the PADI App. Internet connections may not allow you to log on in remote locations. Don't forget your logbook to get all those great overseas stamps!
- **Can I hire an underwater camera at the resort?** Unfortunately, no rental cameras are available at this point of time. Scuba Warehouse has a number of inexpensive housings for your old mobile phone to purchase or rent for the trip. Please book at least a month out from your trip.
- **Is there wash tubs for my dive gear/photo gear provided?** Yes, there are dive gear/camera washing facilities at the resort. Remember to take adequate charging cables to recharge strobes and torches overnight.
- **If I am a snorkeller, will I need dive boots?**
  Yes, it is highly recommended that you wear short boots or traditional dive boots at all times. We will be doing a number of shore entries where boots will be needed for safety.
- **What can I do about my vision if I wear glasses?**
  We highly recommend you get your prescription fitted to your facemask for the trip. Scuba Warehouse has a variety of options available for you.
- **Reef-safe Sunscreens**
  We recommend you make sure your sunscreen does not include elements that are toxic to local corals. Reef-safe sunscreens use mineral-based physical UV filters—specifically non-nano zinc oxide or titanium dioxide—that sit on top of the skin rather than dissolving into the water and harming marine ecosystems. Woolworths, Coles, and Chemist Warehouse all stock multiple brands of Reef-safe sunscreens. Just check the label.

**What clothing should I take?**

- For Bali's hot and humid tropical climate, pack lightweight, breathable, and loose-fitting clothing made from natural fabrics like cotton, linen, rayon, and bamboo. Take a number of swim suits.
- Visitors to Bali are expected to dress modestly when visiting Bali's temples and other sacred sites, including covering of shoulders and below the knee. This is often best achieved with a sarong to wrap around your waist or below the knee. Sarongs are included in the ticket price at most of Bali's temples. Bali is a conservative destination, owing in part to its majority Hindu population. Nevertheless, in most settings a Western style of dress is perfectly acceptable in Bali.

**Is snorkelling included in my package?**

- Yes! The calm waters surrounding the resort's house reef offer brilliant snorkelling conditions right off the beach.
- You need to provide your own snorkelling gear – although a limited amount is available for daily rental at additional cost. Since COVID we caution on using rental gear at international destinations, there are so many viruses around spread by mucus. Silicone snorkel gear is hard to sterilise between divers. Be safe take your own.

**International flights & Luggage**

- **What is the luggage allowance included with the trip?**

Two pieces of luggage each up to 23kg, plus 7kg for carry-on luggage. Please check this closer to departure in case of change. This is a special concession with our travel booking. Make sure all your luggage has wheels, and you can personally transport your luggage between the airport and shuttles. Dive bins are not recommended. Getting off an airconditioned plane into the humidity of Bali can be a shock. Wheeling, not carrying heavy items is recommended.

- **Should I take my regulator/mask in my hand luggage?**

It is often a good idea to take in your hand luggage any items that can not be replaced, your mask, regulator, all **medications** you need for the trip, a change of clothes & simple toiletries, essentials in case your luggage is lost or delayed.

- **Transporting dive/snorkel gear around on the shuttle.**

It is a great idea to have a dry-bag or duffle for your personal items and a bag for your scuba gear to go in the back of the shuttle. Mesh bags or dive duffle bags are great. We also have lightweight duffle's with wheels.

- **Transfers:**

We leave Sydney mid- morning and arrive Bali mid-afternoon. Exact timings will be confirmed with your ticket issue closer to departure. In Bali, all transfers will be included with your package. We will transfer you to your shuttle promptly from the International airport, as traffic leaving the airport can be congested. Delays at the airport can add an additional hour to your journey. We will make a stop on the journey to the resort for you to purchase local sim cards and other consumables. This will mean we will likely make the resort in time for dinner. It is also highly recommended you make any duty-free purchases in Sydney before you depart.

Our return flights are late in the evening, so we plan to incorporate some sight-seeing on the return journey from the resort.

- **Passports**

Check the date of the expiry of your passport – it needs to have at least six months after the end of the trip before expiry. So be current until at least February 2028. If you do not have a passport, it can take a couple of months to issue a new one or renew your old passport.

**Will I need Local currency?**

- If you are out on day trips it is recommended you have a small amount of AU$ or local currency in small denominations.
- Prior to departure you can exchange a small amount of cash at Australian providers like **Travel Money Oz** or **Travelex** or alternatively order through your local **Australia Post** branch – do this a couple of weeks before departure to ensure your funds arrive on time. It is often difficult to get small dominations at the airport currency exchange.

**What inoculations should I have before departure?**

- It is best to visit a GP or travel doctor **6 to 8 weeks before departure** to allow time for full immunity or multi-dose schedules to complete.
- Make sure your regular immunisations are up to date. **Your GP will advise you**.
- **Hepatitis A:** Transmitted through contaminated food or water. Highly recommended, even for short stays or high-end resorts.
- **Typhoid:** Also transmitted via food and water. Strongly recommended, particularly if you plan to eat street food or travel outside resort areas.
- **Pre-Travel Health Registration:** Make sure to complete the mandatory electronic health/immigration declaration (**All Indonesia Arrival Card** / *SATUSEHAT*) online within 72 hours prior to arrival.
- **Mosquito Protection:** Malaria risk is very low in Bali's major tourist towns. Wear DEET-based insect repellent and cover up around dawn and dusk. Buy repellent in Australia before departure.

**When should I organise travel insurance?**

- It is important that you organise your travel insurance as soon as you book your trip.
- If you are over forty you may require medical clearance or a medical from your GP for scuba diving, so book in for a dive medical a month before your trip departs.
- Is there special insurance for travelling Scuba Divers and snorkellers?
- **Divers Alert Network (DAN)** offers travel insurance, and travel protection plans in addition to its dive accident insurance and membership benefits. **https://dan.org**

**What DAN Travel Protection Covers**

- DAN's travel insurance programs (administered through providers like Generali Global Assistance) cover broader non-diving travel risks that standard dive accident insurance or basic memberships do not. Key benefits include:
- **Trip Cancellation & Interruption:** Reimbursement if you must cancel or cut short a trip due to illness, injury, bad weather, or family emergencies]
- **Emergency Medical & Dental Care:** Coverage for unexpected illnesses or injuries during your trip (separate from compressed gas/diving chamber treatments
- **Baggage & Personal Effects:** Protection for lost, stolen, or damaged luggage, as well as delayed bags.
- **Sporting & Dive Equipment:** Coverage specifically for the loss, damage, or rental of sports and diving gear.
- **Travel & Connection Delays:** Help with expenses if your flight is delayed or you miss a connection.
- **Rental Car Damage:** Coverage options included in certain plans (such as annual travel plans).
- **24/7 Emergency Assistance:** Around-the-clock hotlines and concierge services.

**Plan Options**

- **Per-Trip Insurance:** Designed for single, specific adventures or holidays.
- **Annual Travel Protection:** Designed for frequent travellers covering multiple trips throughout the year (typically for travel a set distance away from home).

*Note: General travel insurance does not typically cover specialized scuba decompression chamber treatments or dive-specific accident medical costs, which is why DAN recommends combining **Travel Protection** with a dedicated **Dive Accident Insurance.***

**Other questions, just call or text Judith on 0412 254 981.**