



# Buceo Anilao Beach & Dive Resort

## FAQ's - Frequently Asked Questions

### **1. Do I require a Visa to travel to the Philippines?**

*Majority of nationalities do not require a visa for trips up to 30 days (29 nights). Please double check with the Travel Agent or with the Embassy. For longer stays, please approach the Philippine Embassy in your country.*

### **2. How can I reach your resort?**

*Our resort is located 120 km south of Manila by car/van and it takes about 3 h. Upon arrival in our parking area our crew will be waiting to assist the guests with their luggage and bring them right in front of the resort via boat. The boat ride is only 5 mins. We do this for easy access to the resort which does not have direct road access. It is much more relaxed than walking with heavy bags and passing by houses along the way. We can arrange private transfers from the airport to the resort and return upon request at any time of the day/night. If you travel on your own, please inform resort about your arrival time.*

*We can also arrange pick up in other places like Batangas Pier etc.*

### **3. How are your rooms?**

*See the description of the 3 different room categories on the website and / or on the Price List. We offer 10 Deluxe rooms, 4 Superior Rooms and 3 Standard Rooms. Total of 17 rooms. Please take note that, as almost all resorts in Anilao, we are built on a hill, so the upper bungalows are reached via stairways. If you need a lower room, please indicate at time of booking and we try our best to accommodate your wish. But please understand that this depends on availability. Thank you very much.*

### **4. What about your restaurant?**

*We offer international cuisine a la carte and have a selection of cocktails, wines and spirits. We also offer special buffet for groups upon request. Our sunset bar offers a wide variety of local and international drinks and cocktails.*

*Please take note that we do not allow food / and or drinks to be brought into the resort. Otherwise we reserve the right to charge a fee.*

### **5. Do you have Halal/Vegetarian/Celiac options in the menu?**

*Yes, we have a selection of Vegetarian dishes. For Halal and Celiac requests, please inform us in advance and our chef will be happy to prepare these dishes for you. Same for guest with Intolerances to certain food and/ or drinks.*

### **6. Do you offer massage services in your resort?**

*Yes, We have our own SPA on top of the resort . You can get a massage with a fantastic view of the Sea and Sunset!*

**7. Is there a swimming pool in your resort?**

*Yes, we have 2 swimming pools, one for leisure (1.5 m) and a deep pool for proper scuba diving training and courses. The ocean and sunset views from the pool are simply astonishing. There is also a part of the swimming pool which is less deep for kids, separated with a rope.*

**8. Do you have Wifi in your resort?**

*Yes, there is Free Wifi in the public areas of the resort.*

**9. How are your dive boats?**

*We use the typical Filipino boats called “Bangkas” made of wood with outriggers, that gives it great stability. They are about 10 to 15m in length.*

**10. How many divers do you normally put on 1 boat?**

*Our boats can accommodate up to 10 divers plus our crew, but we usually assign 6-8 divers only.*

**11. How many divers do you normally assign per Dive Master?**

*Maximum of 4 divers per DM in some cases less. We dive in small, individual groups. Private guide is possible with a surcharge and advance information.*

*For guest with children, Babysitting service is available while the guests are diving (on request and for a surcharge).*

**12. What type of Scuba tank valves do you use, DIN or INT?**

*In the Philippines it is common to use INT, but in our resort we have DIN/INT so no need to bring adaptors if your regulator is DIN.*

**13. What is an unlimited diving package?**

*If you plan to do more than 2 dives a day and dive for 3 or more days, you may consider our “unlimited diving packages” so you can do up to 4 dives a day (either 4 day dives or 3 day dives + 1 night dive). Please take note that each unlimited diving day counts as an unlimited diving day, regardless if you did 1, 2, 3 or 4 dives. Furthermore, please be informed that it is not possible to convert an “unlimited diving package” into a dive package of xx number of dives, or vice versa once you have started your dives. The more dives you do, the cheaper the cost per dive.*

**14. What is included in a dive?**

*All our dives include BOAT rides, tanks, weight, belt and guide. Most other resorts in Anilao do charge additional for the boat rides.*

**15. Are there any dive tax or sanctuary fees?**

*There is a Dive Pass of Php 300 per day per diver (approx 7 US\$). This is a government tax to protect the area and may change without prior notice. Thank you for understanding.*

**16. How do you plan your dives?**

*We have a Dive Planner indicating every day how many boats are going out and where, so you can just write your name on the board and join the boat/dive sites of your preference.*

**17. What are the usual diving times**

*Depending on the weather and tides, we usually start the 1<sup>st</sup> dive at 08:15 am, the 2<sup>nd</sup> dive at 11:00am, the 3<sup>rd</sup> dive at 3:00pm and the 4<sup>th</sup> dive at 5:30 or 6:00pm.*

*All the dive sites are between 1 and 30 minutes boat ride away, so sometimes we do 1 or 2 dives and return to the resort before we go out again for another 1 or 2 additional dives.*

**18. What dive sites are included in your standard rates?**

*All 50 dive sites around the area, except Verde Island.*

**19. Do you organize dive trips to Verde Island?**

*Yes, we arrange trips to Verde Island on request, but we require a minimum of 5 divers to join and it will depend on the weather conditions. There is an additional fuel surcharge for these special trips of US\$40 US per diver. We usually do 3 dives there and bring some sandwich (payable) and snacks.*

**20. Can I do shore dives in your house reef?**

*Yes, you can, we have an excellent muck dive site right in front of the resort. But to make everything smoother, we still use the boat to drop us off in the area of the house reef where we want to go.*

**21. Are shore dives included in the package?**

*Yes they are included, they are part of the dive package and considered a regular dive. Most of house reef dives are done by boat also, due to possible currents.*

**22. Can I do more than 4 dives a day?**

*We do not recommend more than 4 dives per day, for your own safety as well as for our Dive Masters' since we do not limit the dive time on each dive. The limit we do have is the air left in the tank, and of course the limits of safe diving.*

**23. Can I dive alone or without a dive master/guide?**

*Sorry, we require all dives to be guided by our experienced staff. For your safety and your enjoyment.*

**24. Do you require diving insurances?**

*We do not require them, but we strongly recommend you to get one. If you do not have one yet, we can assist you in securing one prior or upon your arrival.*

**25. Where is your closest Hyperbaric or Decompression Chamber?**

*Saint Patrick Hospital in Batangas has the closest chamber. It can be reached by land or by boat in approx 1h or less from our resort.*

**26. What kind of dive suit should I use?**

*We recommend a 3mm (some guests that feel cold fast, may use a 5mm and some others just a 0.5-2mm lycra or rash guard).*

**27. Do you have diving equipment for rent?**

*Yes, we do have equipment in different sizes. Just let us know in advance if you plan to rent so we can reserve it for you before you arrive. Please provide us in advance also your required sizes.*

**28. Do you have camera room for underwater photographers/videographers?**

*Yes we do have a specific camera room with 18 work stations provided with shelves, electric plugs / sockets, air guns and cabinets.*

**29. Do you offer Nitrox fillings?**

*Yes we do, up to 36%. Just bring your certification card or take the course with us.  
**Take note: for repeater guest, Nitrox is free of charge.***

**30. Do you offer diving courses?**

*Yes, we are a PADI Dive Resort and we offer all recreational courses and specialties except Instructor courses. Just remember to book in advance.*

**31. Do you offer underwater photography courses, clinics or workshops?**

*Sometimes we do and we bring some of the best award winners to share their knowledge with you, so you will really learn and practice hands-on from this photographers. Ask us for details.*

**32. Do you organize underwater photography competitions?**

*Yes we do. Contact us for more information.*

**33. What is the required level or experience for diving in your area?**

*There is no minimum required to dive in this area with us. There are many dive sites suitable for beginners while other may require a more advance level. Our DMs will gladly guide you to the most recommendable sites based on your experience and interests.*

**34. What is the best time to dive in Anilao?**

*November to June would be the best months but you can dive all year round, especially from our resort, the only one in Anilao protected from the monsoon winds.*

**35. What happens if I cannot use all the pre-contracted dives?**

*If you have unused individual number of dives, or you cannot use a “whole 1day of unlimited diving”, we will issue a Voucher with a 3 years validity that you can use next time you visit us. Voucher is personal, non transferrable and not convertible into cash.*

**36. What kind of tanks do you dive with?**

*All our standard tanks are aluminum 12 L / 80 cu.ft. We do have some 15L / 100 cu.ft and also smaller tanks, but we strongly recommend you to book them in advance.*

**37. What kind of plugs and electricity do you use?**

*All plugs in the Philippines are American standard (flat in parallel) but in our resort we also have round and flat. If you have other standards, please bring an adaptor. 220Voltage – 60 hertz.*

**38. What is the ambient temperature?**

*Most of the year 25-34 Celsius degrees. During rainy season it can drop to 23-28 degrees.*

**39. What is the water temperature?**

*Most of the year 28-30 Celsius degrees. During January and especially February it can drop to 23-25 degrees.*

**40. What clothes should I bring?**

*Summer and light clothes. Maybe just a jacket for the evenings during the rainy season.*

**41. Do you offer special discounts during rainy season?**

*Yes, we offer 30% discount on accommodation during the months of July to October. See details on the price list.*

**42. Should I take any special precaution with security?**

*As all around the world, be careful with your valuables, do not trust strangers easily. Although in general, the Filipinos are kind, friendly and honest.*

**43. Do I need vaccination before travelling to the Philippines or your area?**

*Check with your doctor / medical practitioner if your vaccine status is updated, but there are no specific requirements for the Philippines.*

**44. What about mosquitos?**

*There are some mosquitos like in any other tropical area, but usually only visible at sunset. If you are sensitive to mosquitos, you may consider bringing your own repellent.*

**45. How can I reserve land tours or excursions with you?**

*You can do so either in advance or on the spot by approaching our staff at the front desk. We usually organize Maricaban Picnic & Snorkeling and excursions around Tagaytay, Taal Volcano, Los Baños Hot Springs, Hidden Valley, Pagsanjan Falls & Rafting, Mount Makiling, Manila and Corregidor Island.*

**46. How can I combine my holidays in Anilao with other dive destinations?**

*Send an email to [contact@BuceoAnilao.com](mailto:contact@BuceoAnilao.com) and we can inform you about the options.*

**47. How can I pay for my incidental expenses upon check-out?**

*We prefer cash (Euro, USD, Pesos, Yen) if possible due to high bank fees. But Credit cards (Visa, MC) and PayPal are also accepted.*

**48. What currencies should I bring and where can I exchange money?**

*US\$, Euro or Yens are acceptable. And of course PHP. You may change some cash at the airport or at any authorized money changers or withdraw from an ATM machine before arriving. But in fact not needed unless you like to buy something on the way to the resort.*

*We will be glad to change some cash for you at the reception.  
In general, no cash needed during your stay, just to settle the bill at the time of checkout.*

#### **49. What is the usual tip in your place?**

*There are no standards. You may leave what you think is fair based on your own satisfaction. You will find one common Tip Box for the whole staff, including Dive Centre crew and all other staff which are sometimes not that visible. In case of questions, approach our management.*

#### **50. What are your booking procedures and cancellation policies?**

*Booking Procedures for individuals:*

*30% down payment upon*

*reservation.*

*Full payment is required 45 days prior to arrival.*

*Cancellation Policies:*

*45-31 days before arrival 25% of the invoice*

*30-15 days before arrival 50% of the invoice*

*14-0 days before arrival or no appearance 100% of the invoice*

#### **Group bookings:**

*For 3 rooms or more:*

*30 % down payment upon reservation*

*Full payment 60 days before arrival*

*Cancellation policy*

*60 - 31 days before arrival 50 % of the invoice*

*31 days - to non appearance 100 % of the invoice*

***Come and experience the excellent service and the famous hospitality of the Filipino people at Buceo Anilao Beach & Dive Resort. Under Local and European management, it has modern facilities, while maintaining the country's tropical and relaxed atmosphere. Located on a 5,000 sqm coastal property, surrounded by reefs full of abundant marine life, and designed to satisfy the taste of all divers, most especially underwater photographers with the highest expectations. Anilao, although still quite unknown, is probably one of the best dive destinations for macro and muck diving worldwide. Becoming now even more known for its excellent Black Water Dive Options !***

***Please feel free to contact us for any other questions or information you may***

***need. (February 2019, MN)***



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