



GENERAL INFORMATION

Dear guests

Attached please find the information about our facilities as well as the services we offer. Please feel free to contact our staff in case you have any request or further questions.

We wish you a pleasant stay in our resort.

Robert Bennier

General Manager

Please find the following information:

Check out time

Dive services

Swimming pool

Minibar

Tours

Wellness & Spa

Towels

Tip

Safe

Electric power

Medical services

Emergency

Payment

Restaurant

Drop off beach and pool bar

Drinking water

Transportation

Shop

Laundry

Mail

Security

Phone calls

Travelling with children

Beach sellers



TAUCH
TERMINAL
RESORT TULAMBEN

CHECK OUT TIME

General check out time is 12:00 pm, however, depending on our booking situation you may keep your room longer. Please contact our receptionist regarding this matter.

PAYMENTS

We gladly accept traveler's cheques and major credit cards (AMEX, Visa, Mastercard). Please note that the Indonesian Government forces us to charge your credit card in Indonesian Rupiah (latest exchange rate). Please ask our receptionist for the current rate. Of course we also accept cash in the following currencies: Indonesian Rupiah, US \$, Aus \$, Euro und Swiss Franken.

DIVE SERVICES

You can find detailed information concerning to our dive activities in our dive base or you just contact our dive base leader or dive staff.

RESTAURANT

The breakfast buffet will be served in our restaurant from 7:00 am until 10:00 am and is in the room price included. Earlier breakfast may be served upon special request (if you join a tour for example). If so please inform our reception staff. Our restaurant offers you a varied mix of Indonesian and Western cuisine. We also offer you fresh cake as well as a daily "Special of the Day"-Menu. Please check this on our black board in the restaurant. The restaurant is open generally from 7:00 am until 11:00 pm.

SWIMMING POOL

The fresh water swimming pools are reserved for our guest only. Please note that the facility is sometimes used for dive training as well and that it is not allowed to jump into the water. Please do not use your room towels in the pool area. We provide you with special pool towels which you can get at our towel station. The pool areas are open from 7:00 am until 7:00 pm. Please note that we do not have a pool attendant. However, our staff is trained for emergency situations. Children below 12 years should not enter the pool area without parents. Please have a shower before using the pool to avoid the pollution with sun crème, massage oil or sand.

BEACH AND POOL BAR

Our bar is open daily from 7:00 am until open end. We are happy to serve you your deco beer and many delicious cocktails there. Please be quiet in the late hours with reference to our sleeping guests and do not bring glasses or glass bottles to the pool.

MINIBAR

There is a minibar in all our rooms which we replenish every day. Everything you consume will be added directly to your room bill.



DRINKING WATER

Our tap water has been analyzed in Singapore and was proved to be drinking quality. However, we advise to drink bottled water, available in the minibar as well as in the restaurant. All ice cubes are made from drinking water and not tap water.

TOURS

We offer you a large range of tours so you can also visit the beautiful and interesting places of Bali on the land. You can find the detailed descriptions at our reception. We are also happy to arrange an individual tour to your wishes. If you have any questions please do not hesitate to ask our reception or guest relation staff.

TRANSPORTATION

Please confirm your transportation back to Kuta, to the airport or any other destination at least 24 hours before departure. This can be done at our reception.

WELLNESS & SPA

Due to our modern society it is very easy to get physical, emotional and mental problems or just even stressed. That is why it is important to relax and to have some treatments in advance. Massages and aromatherapy are a good way to keep you young and healthy. Our Spa is open every day from 12:00 pm until 7:00 pm. Please make a reservation at the Spa to ensure that you get your treatment to the time you wish. As well we offer you traditional Balinese massages in our „Massage Pavilion“.

SHOP/DIVE SHOP

We offer you a large range of diving equipment, sport clothes, t-shirts, books as well as many different present articles. Please have a look in our shops next to the reception and in the dive base. If you have any questions, please feel free to ask our staff.

TOWELS

As a 5* PADI Gold Palm Resort and SSI Platinum Facility and role model in preventing the oceans and this beautiful island the environmental protection is very important for us. That is why we try to make every possible preventive step. You may help us by using your towels again for example. If you wish to use your room towels for another day please hang it on the towel rack. If you need new towels just leave them on the floor and your room maid will replace them.

LAUNDRY

We offer you a laundry service which is generally made within 24 hours. Please fill in our laundry order forms and place the form as well as your laundry on your bed.



TIP

A service charge of 11% is automatically added to your food and beverage bill. This amount of money and the tip from the tip box will be divided monthly among all staff. Please note that we have about 65 local staff and a lot of them are working in the background. But all of them work for your comfort and enjoyable stay. So if you want to tip please use our tip box at the reception.

MAIL

Just bring your mail to the reception and we care about the rest. Please pay the stamp price in cash there.

SAFE

All our rooms have a private room safe including a manual. We cannot take any responsibility for lost valuables in our resort. If you have any questions, please contact our staff.

SECURITY

Our resort is guarded by a security 24 hours a day.

ELECTRIC POWER

We have 220 V, plugs are the same connector type as in Europe.

PHONE CALLS

National and international phone calls can be made at our reception.

TRAVELLING WITH CHILDREN

Please note that this resort is prepared to handle divers and adults in a first place. Some of our facilities may represent danger to young children due to high stairs or the pool (up to 3 m deep).

MEDICAL SERVICES

For small wounds or bites please contact our reception and our trained staff can handle minor first aid. If medical attention is needed we organize your trip to the closest English speaking doctor or in special cases to Kuta/Denpasar. In urgent cases it is even possible to bring a doctor to the resort. We handle dive related emergencies with first priority; an oxygen kit is available in the dive base. Please immediately contact the dive base leader in such a case.

Please report all accidents, even minor!



EMERGENCY

Please read our emergency plans which you can find in your room and follow these instructions for your security. Every bungalow/room has a fire extinguisher. Please follow the emergency exit signs which are distributed over the whole resort and come as fast as possible to the parking area next to the security checkpoint.

BEACH SELLER

This resort is a place for your rest and unforgettable dive vacation. To keep it like that we kindly advise you **not to buy anything from the sellers** on the shore. We try to support the village in many different ways. As the sellers on the shore are mostly not even from this village we ask you to take a short walk and find a little piece of memories in their shops. The beach sellers can be very disturbing, especially when trying to sell you low quality goods to high prices.

Also, in cases you buy, this place will be like the Kuta area soon where tourists cannot go 5 meters without being interrupted by sellers who are not requested. Let us leave this attraction to the busy south and keep a peaceful and untouched place here, like Tulamben is today.

Thank you for your understanding!

Your Management

