



# Quality Statement

---

## Our Mission

We want to show you the best of Indonesia above and below the water, and we want our guests to have the best dive experience possible by focusing on service, safety and the environment. The quality statements below are aimed at making sure that this is achieved in everything that we do when you visit any of our dive centers.

## Pre-arrival

- Once your booking is confirmed the dive team will email you with an introduction and to act as a point of contact for your queries.

## Arrival

- You will get an area briefing/welcome briefing on arrival
- You will get your prices/packages confirmed on arrival

## Diving

- You will get a boat briefing every time you get onto the dive boat.
- Your Dive Guide will meet you 10 minutes before the trip departs and show you to the boat when you are ready to leave
- You will get a dive site briefing for every dive, and where necessary this will include a map / visual aid (eg whiteboard)
- All of our dive guides will dive in a responsible and environmentally conscious manner, and adhere to safe dive profiles to stay within the no-deco limits and we ask that you do the same
- We will arrange groups so they are no more than 4 guests, and with similar experience levels and/or air consumption wherever possible
- Every diver will have a buddy, and we ask you to do buddy checks just before you enter the water
- Where appropriate, a guide will get into the water with mask & snorkel to conduct a current check on arrival at the dive site
- Every dive will be up to 75mins or 40bar, including safety stop. (60 mins for night dive)

- Your guide can meet you after diving to go through log books & fish books.
- Where possible you will have the same dive guide throughout your stay
- The dive manager & instructors will ask for feedback on your diving experience, please approach them at any time should you have issues.
- All courses will be taught according to PADI standards, and to give you the best training we will not rush courses.

## General

- All meals have vegetarian options – other dietary requests can be catered for with advance notice.
- We are constantly reducing plastic use, for example we do not use disposable drinking straws.

## Transfers

- If you take our transport option then we will provide you with a driver who will arrive on time, be polite and friendly, and will be driving a car that is clean.

## Our Commitment

If at any time you believe you are not getting the above service then please speak to the Dive Manager at your location. If you still have concerns then please email our general manager ([nigel@twofishdivers.com](mailto:nigel@twofishdivers.com)) so that we can resolve any issues asap!