

Frequently Asked Questions

HOW AND WHERE DO WE MEET THE BOAT?

Our staff will meet you at one of the designated airports with Oshurbi towels and mineral water and whisk you directly to our luxury Phinisi yacht moored nearby. From the moment you step off the plane, you are well taken care of. For Komodo trips, we meet you at the airport in Labuan Bajo and for tours of Raja Ampat, we meet guests in Sorong. If you are setting sail on the Banda Sea we meet you at Ambon airport and for those visiting Alor, we meet you at the airport on the island of the same name.

DO WE NEED A VISA?

Many nationalities qualify for a free 30-day visa, however, the best thing to do is check with the Indonesian embassy in your home country.

DO I NEED ANY VACCINATIONS?

Visitors to Indonesia are recommended certain vaccines. Always consult with your doctor about what is relevant for you. It should also be noted that certain areas of Indonesia are malarial but that Lariam (mefloquine hydrochloride) is unsuitable for divers.

DO I NEED INSURANCE?

We recommend that every guest has comprehensive cancellation, trip interruption insurance, accident, medical and baggage insurance.

DO I NEED SPECIAL INSURANCE FOR WATER SPORTS AND SCUBA DIVING?

Yes, all guests are advised to sign up for any special insurance earmarked for water sports and scuba diving. All of the activities that we offer are undertaken at the individual's own risk. We require diving qualifications and licenses to be given to our staff.

WHAT ARE THE TERMS OF PAYMENT FOR MY VOYAGE?

A 50% deposit is required to confirm the charter, with full payment required 60 days before your departure.

WHAT IS THE CANCELLATION POLICY?

If you cancel 60 days or more prior to departure 100% of the first payment (50% of total amount) will be forfeited. If you cancel less than 60 days prior to departure 100% of the total payment will be forfeited.

HOW DO I PAY FOR MY VOYAGE?

Payment can be made via bank transfer to our Prana account.

WHAT ABOUT SAFETY ON-BOARD PRANA?

When guests arrive they are given a comprehensive safety briefing so they understand the boat and equipment. Prana is equipped with GPS, SSB / VHF, radar, a depth sounder, smoke and fire alarms, 2 life rafts, life jackets, life ring buoys, a well- equipped first aid kit and oxygen.

IS PRANA SUITABLE FOR CHILDREN?

Prana is a magical vessel for children and the experience they will have will light up their memories and fire their imaginations for a lifetime.

DOES PRANA HAVE DISABLED ACCESS?

Apologies no, we do not have disabled access in the true sense of adapted bathrooms, handrails and so forth that would comply with Western Standards. However, we do have the Ambon Suite on the main deck that has no stairs to access the Atelier de Beauté, water sports platform, bar, indoor & outdoor dining and living spaces and the bowsprit lounge. Additionally, every room has a shower that you can sit down in

WHAT IS INCLUDED IN THE PRICE OF MY TRIP?

1. All gourmet Western and Asian Fusion meals and snacks
2. Soft drinks & juices, tea & coffee, local wine & local beer
3. Use of all water sports equipment on Prana: 1 wake-board, 1 water ski, 6 stand up paddle boards, 6 sea kayaks, 1 inflatable towable and 1 donut, snorkeling equipment for all guests, and fishing equipment. (where permitted)
4. All diving equipment with the dive instructor or dive masters
5. Use of 2 large tenders (2 RIB x 7.2M x 150HP) outboard
6. A massage or beauty treatment of 30 mins per person one time during the cruise
7. Personal laundry
8. Excursions and guide fee
9. Park entrance fee
10. Boat clearance fee
11. Cruise permits during the cruise
12. Fuel charges
13. Internet via satellite or 4G modem, whichever has the best signal
14. Airport transfers on embarkation and disembarkation days from designated areas

WHAT IS NOT INCLUDED IN THE PRICE OF MY TRIP?

1. International and domestic airfares, excess baggage fees, passport, visas or airport tax fees (both international and domestic).
2. Flights and hotels before and after the cruise.
3. Expenses due to situations beyond our control included but not limited to flight cancellation or flight delays.
4. All alcohol other than local wine or local beer.
5. Spa treatments other than the first 30-minute treatment offered to all guest on board.
6. Any unscheduled excursions outside of the sailing itinerary or program.
7. Medical, travel and diving insurance.
8. Crew gratuities.

DOES PRANA HAVE ELECTRICITY?

Prana has plenty of power supplied by 3 Yanmar Generators that bring the hot water showers, air- conditioning units, sound systems, TV's and cinema to life. Sockets are two-pin, 220 volts (round pins).

IS THERE A PHONE SIGNAL?

During the voyage, there will be some intermittent cellular service but we don't advise that you rely on this. This will mainly be available while sailing near Komodo National Park, Sorong and Ambon. We will provide a local sim card, free of charge, for passengers. In the event of an emergency we can offer a satellite telephone for your personal use, however, a charge will be incurred.

IS THERE INTERNET ON-BOARD PRANA?

In many of the waters we sail there will be no 4G internet, the splendid isolation harps back to a simpler time. However, we do have satellite internet on-board to stay connected, free of charge. We will also provide 4G modems for local signal, free of charge. * Internet/cellular services in remote regions are sometimes affected by adverse weather conditions or local geography.



HOW DO WE MAKE OR RECEIVE CALLS IN CASE OF AN EMERGENCY?

Again a satellite phone can be used in case of an emergency and will be charged at cost. We will also provide the numbers of our team in Bali so that if there is communication needed with your family back home we can facilitate this.

WHAT TO PACK FOR A VOYAGE ON PRANA

Each suite has plentiful consular storage and large amounts of wardrobe space so that you can bring as much or as little as you like aboard. Some essentials to remember are:

1. High factor sun protection*
2. Toiletries
3. Sun hat
4. Polarised sunglasses
5. Camera
6. Scuba Diving licence/Insurance
7. Passport/Travel Insurance
8. Diving mask, fins and snorkel*
9. Swimwear
10. Gym wear
11. Logbook
12. Journal
13. Flip flops or sandals
14. Trainers or hiking boots for trekking
15. Long sleeve shirts
16. Medication
17. Cigarettes/Cigars
18. Books or e-book reader

Anything marked with an * is provided on board but we understand you may have some specific personal preferences.

I HAVE READ THAT THE SCUBA DIVING IN THIS AREA IS ONLY FOR SKILLED AND EXPERIENCED DIVERS. IS THIS TRUE?

There is scuba diving suitable for all levels throughout the eastern islands of Indonesia and our capable crew will make sure that they cater to dive sites to your level. Even if you have never dived before you could do your course on board. Or if you don't fancy that snorkelling is just as much fun because some of the best spots are in the shallows.

HOW MANY DIVES WILL I MAKE PER DAY?

At the most, you can dive up to 4 times a day and there should be at least 2 hours between dives. However, with so many different activities on board and possible visits to nearby islands, the schedule is really up to you. If your main aim is to dive every day that is what our staff will facilitate.

CAN WE REQUEST SPECIAL ITEMS TO BE BROUGHT ABOARD?

Absolutely, but you must inform us of your choices in a timely manner before we sail

WE WANT TO RUN A VEGAN YOGA RETREAT – CAN YOU CATER FOR A VEGAN DIET?

All special dietary requirements can be catered for as long as the crew are informed in advance. We can cater for everything from Halal and Kosher to Vegetarian, Vegan and Celiac diets. Sailing on Prana is a customised experience.

CAN YOU BUY THE PRODUCTS FROM THE ATELIER DE BEAUTÉ?

Yes, you can buy the products used in the spa and those provided in the rooms so you can take them home and remember the delectable aromas from your voyage. The exquisite products from Anne Sémonin at Maison, de Beauté, make a divine keepsake.

ARE COSMETIC PRODUCTS PRESENTED ON BOARD?

Every room is equipped with a range of beautiful products including sun creams, serums, after sun, moisturizers, shampoo and conditioner.

ARE TREATMENTS AT THE ATELIER DE BEAUTÉ INCLUDED IN THE PRICE?

Each guest will get a complimentary spa treatment for 30 mins as part of the package but any further treatments will incur a cost.

DO THE CREW EXPECT TO BE TIPPED ON-BOARD?

Tips are warmly appreciated by our crew but certainly not mandatory.

For any additional questions, don't hesitate to ask to our team.

