

*W*

elcome to Cocotinos Manado, *a boutique beach resort* located on Wori Bay! We are

honoured to be your host during your stay. Like all good hosts, we would like to ensure that your experience with us will be a pleasant one. Please take this moment to read the rest of this brief, as we feel that the information provided here will increase your enjoyment of the resort and make your stay with us a better one.

### ***Your way around the resort***

Cocotinos Manado is located in a *kampung* (village) of mixed faiths – both Christian and Muslim. The resort is enclosed within two-meter walls constructed out of local volcanic stones on three sides, the fourth side being open to the sea. While the villagers, especially the children, are warm and friendly, we strongly advise that for your own security, you do not invite them into the resort.

We are a small and cosy resort, and we believe that you will have no difficulty finding your way around.

The restaurant is located in a central, prominent position adjacent to the swimming pool and the front desk.



Although Cocotinos Manado is a beach resort, we strongly advise that footwear be used when moving around the resort. Please watch your step wherever you go and avoid going to designated staff areas.

### ***The resort staff***

The aim of the management is to provide you with a safe, comfortable and enjoyable stay at Cocotinos Manado. Should you require any assistance during your stay, please feel free to contact the front desk or any member of our staff. The front desk can be contacted from your room on extension number '0'.

### ***Your Room***

In your room you will find the following: writing material, bathrobes, towels, mini fridge (empty) and an electronic safe-deposit box. The air conditioning may be adjusted to the temperature you require for your comfort. However, please do not adjust the thermostat higher than 28° Celsius.



You may wish to keep the windows and doors closed to prevent insects from entering your room. If you wish to have natural ventilation, you may open the windows that have insect-netting fitted. Please do not leave the windows open when the air-conditioning is running, as this will lead to condensation and water dripping from the unit.

Instruction for the use of the electronic safe-deposit box can be found on the door of the safe next to the keypad. For your convenience, you may use the safe-deposit box to keep your valuables.

**However, the resort takes no responsibility whatsoever for any loss or damage to any items kept in the safe-deposit box.** Upon checking out, kindly remember to empty your safe-deposit box and leave its door open.

You will find an emergency torch in the drawer of one of the bedside tables.

Please remember to lock your door whenever you leave your room and before you go to sleep.

If you require an additional pillow or a thinner blanket, please contact housekeeping or the front desk.

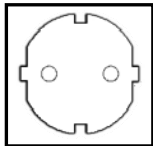


Housekeeping will clean your room and replenish (if necessary) the amenities every morning. Towels and bed linen in your room are not changed every day. If you require a change of towels, you may leave the used towels in the container provided in your bathroom.

Excessive use of water and detergent for laundry will only have a negative impact on the environment. We seek your cooperation and assistance in our quest to protect the environment.

If you like any of the items provided in your room, you may contact the front desk or personally visit our resort shop "Tokos" should you wish purchase them.

The mini fridge in your room is not stocked. The fridge has been provided for your convenience. You may stock the fridge with drinks and snacks which can be purchased from our resort shop "Tokos".



All power sockets in the room (and through out the resort) are 220V 50HZ rated and **do not have regulated Uninterrupted Power Supply (UPS)**. UPS is only available in the digital room. The socket type is the similar to that of the European Union. Please refer to the diagram on the left for your reference. You may contact the front desk if you require the loan of an adapter. Please return the adapter after use or on check-out.

## ***Your Bathroom***

Provided in the bathroom are towels, shower gel, shampoo and other basic amenities. Your shower and wash-hand basin are provided with both hot and cold water for your comfort. If you have forgotten to pack any other essential toiletries, we have a selection available at our resort shop "Tokos".



**Please use the paper bags provided for the disposal of any sanitary items such as tampons, sanitary pads, condoms, diapers, razors etc. Do not flush such items down the WC.**

Conservation of water is extremely important and we seek your cooperation in saving water. Please let us know if you discover any leaks in your room.



PLEASE HELP US CONSERVE WATER



## ***Smoking***

 **Smoking is not permitted in the rooms and all other enclosed areas. Ashtrays are provided on the verandas of your room, in the restaurant, lobby and other open areas.**

This rule is applied because both smoking and non-smoking guests are welcome in the resort; we seek your understanding and cooperation.

### ***The Resort Shop – “Tokos”***

Open from 8am to 9pm. At Tokos, you may purchase a variety of souvenirs, apparels, toiletries, snacks and drinks.

Tokos Phone Extension: Dial 0

### ***The Deho Restaurant & Bar***

“Deho” is a small tuna that is plentiful in the local waters. The Deho Restaurant & Bar is open from 7am to midnight.. We have an ala carte menu to compliment our full-board meal plan for those who can not wait for meal time. You will also find a kid’s menu, daily chef’s specials and if available, fresh seafood.

#### Full-Board Meal Times

Breakfast: 7am to 9.30am ::: Lunch: 12pm to 2pm ::: Dinner: 7pm to 9.30pm

Ala-Carte service is from 10am to 10pm. The last order for food is at 10pm

Music will be mellowed down at around 10pm in the interest of guests who have turned in for a good night's rest.

Deho Restaurant & Bar Phone Extension: Dial 602

### ***Laleina Spa***

“Laleina” is the local Tombuluese word for the “sea”, a mellifluous sounding name for a little spa built on the water's edge overlooking the Sulawesi Sea. The spa, and in fact the entire resort, was built around a 50-year-old Sea Hibiscus tree (*Hibiscus Tiliaceus*) with its stooping boughs, lush foliage and year round display of yellow flowers. We hope that by preserving this tree and building the spa under it, we have created something unique and charming for your enjoyment.

Here at Laleina Spa our skilled and experienced therapists will attempt sooth away the tensions in your body with their gentle, yet reassuring hands. A variety of massages and “packages” which include body scrubs and wraps is available; our therapists will be happy to explain to you the benefits of each one of the treatments and assist you in making your choice.

Opening Hours 1500hrs to 2300Hrs :: Laleina Spa Phone Extension: Dial 611

### ***Your Entertainment***



Please check at the front desk for our in-house programme of entertainment and activities. Tours to the city, nearby islands and the Minahasa highlands are also available. Contact any of our staff for more details and prices.

On some nights, you may find live entertainment at the Deho Restaurant & Bar. Our staff and the local Manadonese people are given to spontaneous outbursts of wonderful music.

Television is only available at the Deho Restaurant & Bar and in the suites. The programmes available include international news, sports (ESPN, Star Sports, Euro Sports), education/entertainment (Discovery, Travel, NatGeo, AXN) and movies (HBO, Cinemax).

We have a selection of magazines and books for your reading pleasure. Our library of magazines and books are contributed by guests and staff. We welcome the contribution of your books and magazines. You are also encouraged to sign and leave a short message somewhere in the book.

## ***Emails, Internet & Mobile Phones!***

### ***Room Phone***

You may call other extensions from the phone in your room as well as make local and international calls (operator assisted). Please refer to the instructions provided next to your phone. All our external telephone calls are via GSM Mobile and calls will be charged accordingly.

### ***Using your Mobile Phone***

The Mobile Phone Network coverage is quite extensive in Indonesia. If you are travelling with your mobile phone, please ensure that you have international roaming activated with your service provider and that your mobile phone is GSM900/1800 capable.



Prepaid Local Indonesian mobile sim cards and recharge vouchers are available for sale at Tokos. Our staff will be happy to help if you need assistance in getting your mobile phone connected locally.

***Internet Access*** is provided via WIFI™ at Deho Restaurant & Bar. Internet usage is by pre-purchased hotspot vouchers which come in various log-on duration (ie. 6hrs, 12Hrs, 24hrs, 48Hrs). The SSID is "Cocotinos-Guest" and once successfully connected, open your browser page and log in with your pre-purchased hotspot voucher details. Please note that the duration of the pre-purchased hotspot vouchers are based on the length of time you stay connected and not a window of period the moment you logged on. For more information, please feel free to contact any staff.

Being in a remote area with no cable infrastructure, our internet link is established by connecting back to Manado city via a long range wireless antenna. Links may occasionally be broken and internet access maybe be disrupted. If you have not brought your own laptop, you may use the computer located in the digital camera studio to check your emails.

## ***Fire, Earth Tremors***



**Smoke and Fire** – If you discover a fire, shout a warning alert to others. You may use a fire extinguisher available outside every room to put out small fires.

All of the resort's fire hazard areas (such as generator rooms, electrical rooms, fuel storage) are equipped with automated fire extinguishing mechanisms. They are also located away from the guest areas. If you hear the fire alarm or an alert, please remain calm and take the safest route to the evacuation assembly area (refer to the evacuation diagram behind the entrance door of the room you are in). If you encounter smoke in the corridor or stairway, use an alternate exit.

Minor earth tremors are common occurrences as we are located within a volcanic region. If you experience a tremor, do not be alarmed and calmly leave your room for the open area adjacent to the swimming pool.

### ***Your Insurance and Safety – Onboard and Diving***

Safety is everyone's responsibility. All diving guests are encouraged to have a valid diving insurance policy that covers medical, hyperbaric treatment and international emergency evacuations while diving with Odyssea Divers - Euro Divers International. In view of the locations of some dive sites, getting proper medical attention or getting to a medical facility may take longer than usual.



Medical breathing oxygen is available onboard all our dive boats as well as at the resort to treat decompression illnesses. Please approach any member of staff or your dive leader if you suspect that you are experiencing signs and symptoms of decompression illness. The nearest Hyperbaric treatment facility in Manado is located at Malalayang – 90 minutes away from Cocotinos Manado. Singapore is the closest country to have a full-service hyperbaric treatment facility (<http://www.hyperbaric.com.sg>).



First Aid Box – There are basic first aid boxes onboard all our dive boats and a more comprehensive first aid kit in the resort. The first aid kit is stocked to treat common minor ailments such as motion sickness, cuts, bruises and stings.

In the event of a medical emergency, the dive leader, manager or someone in a position of higher knowledge and skill (i.e. medical doctor, rescue medic, etc) will decide if an evacuation is necessary. If required, priority will be given to assure that the evacuation will be executed in the safest and quickest possible manner with as little inconvenience as possible to the other guests. Your cooperation in the event of an evacuation would be greatly appreciated.

Life jackets – Life jackets are located on all our dive boats. Please familiarise yourself with the location and use of the life jackets. In the event of an evacuation, all guests and crew are required to wear a life jacket.



Remain calm and follow instructions during the event of an emergency



### ***Your Manners***

Indonesia is in general, a conservative and traditional society. On occasions when you leave the premises of the resort for land tours, a trip to the city or just for a walk around the village, you should be properly attired. We recommend, for the ladies non-revealing clothing and for the men, a t-shirt and a pair of bermudas. However, within the resort you may dress as you wish with the exception of total or partial nudity.

Bahasa Indonesia is the official language in Indonesia. Indonesians are a soft spoken people and speaking rudely, loudly or condescendingly will not gain you any friends, favours or respect. If as a visitor you could learn to speak a few words of Bahasa Indonesia, you will find your efforts very much appreciated by the locals.

Some Useful Words

Selamat Pagi – Good Morning  
Selamat Siang – Good Afternoon  
Selamat Soré – Good Evening  
Selamat Malam – Good Night  
Mimpi Bagus – Sweet Dreams  
Pak – Mister  
Ibu – Madam

Nona – Miss  
Pria – Male  
Perempuan – Female  
Mas – Young Man  
Anak – Child  
Apa Kabar? – How Are You?  
Kabar Baik – I'm Fine  
Silakan – Please  
Terima Kasih – Thank you  
Saya/Aku – Me/I  
Kamu/Engkau – You  
Mobil – Car  
Microlet – Small Public Bus  
Bensin – Petrol  
Solar – Diesel

Siapa Nama? What Is Your Name?  
Nama Saya ... - My Name is ...  
Tidak Apa Apa – No Problem  
Makan Enak? Is The Food Nice?  
Enak Sekali – Very Nice

Bagus Sekali – Very Good  
Ikan – Fish  
Ayam – Chicken  
Sayur – Vegetable  
Sapi – Beef  
Kambing – Goat  
Panas – Hot  
Dingin – Cold  
Hangat - Warm  
Menyalam Bagus – Good Diving  
Sebantar - Wait A Moment  
Saya Lupa – I Forgot  
Hati Hati! – Be Careful!  
Cantik – Beautiful  
Kamar Kecil – Bathroom

Belanja – Go Shopping  
Di Mana? - Where?  
Kapan? – When?  
Sekarang – Now  
Nanti - Later  
Berapa? – How Much?  
Mahal – Expensive

Murah – Cheap  
Banyak – A Lot  
Sedikit – A Little

### ***Your Appreciation – Tipping Policy***

We believe that tipping should be an acknowledgement of good service provided by our staff. However, we must emphasize that it is entirely voluntarily. Tips received are shared among the staff. As for how much is enough, most of our guests base the amount at 5% to 10% of the cost of their stay with us. This is just a guideline and we stress again that tipping is voluntarily. Feel free to ask the Manager if you wish to know more about our tipping policy.

### ***Etiquette***

The ocean is a great host and has provided you and your friends with many great diving experiences. The ocean is also the reason why this resort exists and provides a livelihood to our staff as well as the villagers who have lived here for generations.

It is the responsibility of both the guests and the staff to protect the marine environment. The fish life and reefs are fragile and we must all do our part to ensure that they are preserved for the future.

***Welcome to Cocotinos Manado!***

***We wish you a most enjoyable and fun filled holiday with us!***



# Diving & Snorkelling with Odyssea Divers - Euro Divers International Manado, North Sulawesi

## Your Diving

Diving is provided by Odyssea Divers - Euro Divers International. For guests not already on a prepaid dive package, diving, boat hire and snorkelling may be booked at the dive centre. A list of dive services and prices can be found in the dive centre.

### **Bunaken Marine Park Fee**

All guests who participate in sea sports (swimming/snorkelling included) within the Bunaken Marine Park region are required to pay a fee in support of conservation and preservation of the environment. The Marine Park Fee is IDR150,000 (approx 20USD) and is only valid from the date purchased until the 31st of December of the same year. You will receive a souvenir tag that has a serial number as proof of payment – this tag is NON TRANSFERABLE and NON REFUNDABLE.



### **Your Equipment**

Your BCD and regulator will be set up and taken care of by the dive crew throughout your stay. **However, it is your responsibility to do a pre-dive check of your equipment before each and every dive.**

All dive equipment will be handled by the dive crew from set up and rinsing to storage. Please assist us in verifying that all your equipment is present after you have completed your diving for the day. The equipment will be rinsed, dried and stored for the night. In the morning, the equipment will be brought to the boat by the dive crew and set up for you. Please verify upon boarding the dive boat that all your equipment is present to avoid any disruptions or delays.



After your final dive with Odyssea Divers - Euro Divers International, your dive equipment will be washed and dried (weather and time permitting). The dive centre staff will standby as you verify that all your equipment is accounted for. Thereafter, the staff will bring your equipment to your room. Alternatively, you may wish to bring your dive bag to the equipment room and pack as you account for your equipment.



We strongly recommend that you account for all your equipment at least 3 hours prior to check-out.

**No**



### **Glove Policy**

Odyssea Divers - Euro Divers International subscribe to the "No Gloves, No Touch" policy when diving. This is also the rule of the Bunaken Marine Park.

### **Equipment Hire**

Odyssea Divers - Euro Divers International have a full range of equipment available for hire. Kindly inform the dive centre during registration should you need to hire any items.

### **Dive Schedule and Sites**

Odyssea's dive schedule is normally 3 boat dives on a single outing with lunch on board, leaving at 8.30am from the jetty. However, departure times are dependent on distance and weather; please check your schedule with the dive centre.

Dive sites are planned on a daily basis as sites are chosen with consideration to safety, visibility and the experience levels of the divers. You may speak with any of the dive guides for more current information pertaining to the dive sites. We seek for your understanding that there may be times when we will not be able to accommodate your requests, as conditions could vary depending on weather, distance and logistics.

### ***Excursions / Night Dives***

There are more dive sites beyond the Bunaken Marine Park. In particular, you should check out the Lembah Straits – made famous by photographers from all over the world for its “Muck Diving” attractions.

Excursions and night dives are available at additional cost. Please refer to the excursion surcharge list or ask any of the staff.

### ***Odyssea’s Dive Boats***

All of Odyssea’s dive boats have been fitted out for your comfort and convenience. You will find a free flow of drinking water, hot beverages and fresh fruits. For those who wish to work on their tan, there is a sun bathing area at the bow.

Clean towels, drinking water and hot beverages are provided and when nature calls, a seated toilet is available onboard.

### ***Enriched Air Nitrox (EANx)***



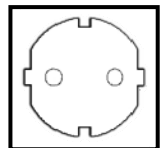
Enriched Air Nitrox (EANx) is available and Odyssea only provides a 32% Oxygen mix. Proof of certification must be presented with no exceptions. If you would like to use EANx, please inform the dive centre the day before. Please indicate if you require it for a specific dive or for all dives. The dive crew will inspect the scuba tank’s oxygen level in your presence prior to assembling your equipment so that you are aware of the oxygen content and plan your dive accordingly.

Dive Centre Phone Extension: 2

### ***Your Computer, Batteries, Photos and Chargers***

The digital room located next to the dive centre is a haven for photographers. Here you can charge batteries, view digital images, set up photo or video equipment and mingle with other photographers.

Regulated 220V and 110V power sockets are available with surge protection, connected to an Uninterrupted Power Source (UPS). Power plug adapters are available on loan. However, they are limited and we may not have enough for everyone. These adapters must be returned to the front desk on check-out. Please refer to the diagram on the right.



We have a desktop station that you can use to transfer, download or view your files if you do not have your own medium storage or laptop. CD/DVD files burning facility is available. We have card readers for Sony, CF, SD and XD memory cards and if you wish, you may use our desktop to temporarily store your photos and process/edit them before copying back to your storage device.



**We do not take any responsibility for any lost or corruption of data or damage to your equipment.**

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# SAFE DIVING ALWAYS!

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