



PT. NOMAD PULAU SORGA

Gedung Alamanda LT. 5
Jl. Bypass Ngurah Rai No. 67 Kedonganan - Bali
Email: hello@nomadarchipelago.com
Phone: +6282147368360

OUR POLICIES

Bugis Boat & Bajau Boat

Thank you for choosing Nomad Archipelago for your cruising adventure in the Indonesian Archipelago. When you book a cruise with us aboard BAJAU or BUGIS, you agree to the following booking terms and conditions.

1. Our Company & Brand

Nomad Archipelago is the commercial name of PT Nomad Pulau Sorga and operates as a boat operator with two vessels, the Bugis and the Bajau, offering year-round cruising experiences in the Indonesian Archipelago. These Terms and Conditions automatically apply to all bookings made with Nomad Archipelago for cruises operated on board the Bugis and the Bajau.

2. Reservations

- I. Reservations with Nomad Archipelago can be made through direct booking at hello@nomadarchipelago.com or whatsapp at +6282147368360. A booking is secured once Nomad Archipelago receives the deposit payment from the guest.
- II. The guest must then complete all required pre-cruise information within one month of receiving the invoice or, for bookings made less than a month before departure, no later than two weeks prior to the trip or 7 days prior to the trip departure for the last minute booking.
- III. The guest must acknowledge the 'Guest Terms and Conditions' document, which applies to each booking made with Nomad Archipelago and will be shared alongside the booking invoice.

3. Rates

- I. Harbor and park fees and fuel surcharges are subject to change due to local regulations and government policies, as well as prevailing economic conditions. Any changes will be communicated no later than 2 months prior to your cruise departure date, and a 100% refund option will be provided should the changes not be acceptable to you.
- II. The cruise rates are as specified in your booking confirmation (invoice). Any additional services requested after the booking has been made will be added to the outstanding balance invoice.

4. Terms of Payment

A 30% deposit of the total cruise rate is required to confirm the booking, with the remaining 70% due no later than 90 days prior to the trip departure date. For bookings made within 90 days of departure, a full payment (100%) is required at the time of confirmation. The amount received must match the amount stated on the invoice. Any payment shortfall will be communicated for settlement.

Please note that bookings for each vessel are processed through different bank accounts, as follows:

- BUGIS: payments will be received by PT Nomad Pulau Sorga
- BAJAU: payments will be received by PT Petualangan Ekologi Bluewild

The detailed bank account information for each company will be provided on the corresponding invoice.

5. Changes of Reservation

If the guest wishes to cancel or change a reservation, it must be done by email to hello@nomadarchipelago.com. The date Nomad Archipelago receives your booking change request will determine the applicable cancellation fee. On Saturdays, Sundays, and public holidays, the next working day will apply.

6. Cancellation Fee

- I. The following cancellation fees are charged for booking cancellations for an **Individual Booking/Shared Cruise**:
 - More than 120 days, USD 100,00 cancellation fee deducted from the deposit.
 - 120 to 91 days prior to departure: 20% of the cruise invoice cancellation fee applies.
 - 90 days or less prior to departure: 100% of the cruise rate are due



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II. The following cancellation fees are charged for booking cancellations for **Private Charter**:

Notification prior to departure (days)	Cancellation Fee (USD)
> 180 days	10% of the total invoice
180-90 days	25% of the total invoice
89-59 days	50% of the total invoice
59-0 days	100% of the total invoice

7. **On-board payment**

On-board payments for alcoholic beverages, dive sessions, dive equipment rental, crew gratuities, and others, can be made in cash using the accepted currencies of IDR, EUR, USD, SGD, or AUD, or by credit/debit card with fees ranging from 1.85% to 3.25%.

8. **Cancellation safety**

It is highly recommended that all guests purchase travel cancellation insurance.

9. **Substitute Guest**

If for any reason the guest cannot make a trip that has already been booked, the reservation can be transferred to another person. The new guest will be subject to the contract conditions of Nomad Archipelago. Guest substitution will be allowed up to four days before the trip departure, and Nomad Archipelago must receive the completed pre-cruise document from the substitute guest at least three days before the trip departure. If there any administrative costs incurred for the change will be charged to the substitute guest.

10. **Cancellation due to late arrival**

a. **For Individual Bookings**

If the guests don't show up at the meeting point (airport, hotel, harbor, boat, etc.), Nomad Archipelago staff will wait for the guest as long as possible without disturbing the trip (according to the departure time foreseen and the other guest expectations). However, if the guest cannot arrive on board before the scheduled boat departure (indicated in the cruise description), Nomad Archipelago has no obligation to wait for the guest and the guest's trip will be de facto canceled and no refund for the payment that has been made.

b. **For Full Boat Charter Bookings**

In the case of a boat charter, if guests are late for any reason, the boat will wait for them. However, since the arrival time or date may be affected, the cruise might be shortened, and the lost time will not be refunded or exchanged in any way.

11. **Flights Delay or Cancellation**

Nomad Archipelago takes no responsibility for any changes to flight schedules, including delays or cancellations, whether made directly by the guest or their agent, or by the airline or any other third-party service provider. Any circumstances that cause the guest to be unable to join their booked cruise in accordance with the scheduled departure will be considered a cancellation, and the applicable cancellation fees will apply.

12. **Force Majeure and Unpredictable Acts of Man**

Nomad archipelago reserves the right to cancel a trip for reasons of Force Majeure (i.e. natural disasters, epidemics etc.) or unavoidable acts of man (i.e. war, riots, strikes etc.). In the event of this happening, Nomad Archipelago will advise the guest as soon as possible. No refund will be issued in such an instance except for rescheduling the cruise. Guests are once again advised to take out travel insurance.

13. **Trip Cancellation by Nomad Archipelago**

Nomad archipelago reserves the right to cancel a trip for other reasons that are unavoidable and will inform the guest as soon as possible. In this case, Nomad Archipelago will do its best to find an alternative solution for the guest, and, if not possible, will refund the cruise payment.



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14. Forced Disembarkation Due to Guest Behavior

Nomad Archipelago reserves the right to cancel or stop any guest from the trip if their behavior justifies such action. This includes behaviors such as disrespecting safety rules on board, showing a lack of respect toward other guests or crews, or violating the diving code of conduct by disturbing or harassing others or wildlife. In such instances, Nomad Archipelago will not refund any payments already made and claims against Nomad Archipelago will not be accepted.

15. Disability

By confirming a booking, the guest certifies that they do not have any mental, physical, or other condition or disability that would create a hazard for themselves or other guests aboard. The client must inform Nomad Archipelago in advance of any special conditions, and Nomad Archipelago will review and provide confirmation if the client is cleared to board. If not, Nomad Archipelago reserves the right to cancel or withdraw any person from the cruise at any time due to improper medical conditions and behaviors. For such a reason, Nomad Archipelago will not refund the payments already made. Nomad Archipelago assumes no liability.

16. Inclusions & exclusions

a. Private cruise

I. What's Included

Accommodations cabins equipped with double bed (140*200 cm) and single bunk bed (90 *200 cm), Stand-up paddle board, Kayak, Snorkeling gears, Land excursions according to the safari program, Three meals/day and snacks, Water, Tea, Coffee, Soft drinks, Multilinguals guides on board (English & Indonesian), Transfer from/to hotel (The hotel is about the same distance as the airport).

II. What's Excluded

Harbor and Park Fees, Fuel Surcharge, alcoholic beverages, travel insurance, pickup from outlying hotels, on-board or local purchases, additional guests, diving sessions, and Crew and Cruise Director gratuities, with a recommended minimum tip of 10% of the published rates.

b. Shared Cruise

I. What's Included

Accommodations shared cabins equipped with double bed (140*200 cm) and single bunk bed (90 *200 cm), Stand-up paddle board, Kayak, Yoga mat, Snorkeling gears, Land excursions according to the safari program, Three meals/day and snacks, Water, Tea, Coffee, Soft drinks, Multilinguals guides on board (English & Indonesian), Transfer from/to hotel (The hotel is about the same distance as the airport).

II. What's Excluded

Harbor and Park Fees, Fuel Surcharge, alcoholic beverages, travel insurance, pickup from outlying hotels, on-board or local purchases, single surcharge, and Crew and Cruise Director gratuities, with a recommended minimum tip of 10% of the published rates.

17. Cruise Sharing Conditions

- 1) Single guests should be aware that the shared cruise is mixed-gender, and the guest may share a room with either the same or opposite gender. If they prefer not to share with the opposite gender, please inform us upon the booking confirmation.
- 2) On shared cruises, we can accommodate a maximum of eight adults and two children.
- 3) The minimum age for guests on the shared cruise is seven years old accompanied by an adult.
- 4) Please note that our cruise departures are guaranteed with the following minimum number of guests, unless otherwise confirmed at the time of booking confirmation:

a) Regional Cruises (starting and ending at the same port): minimum of 2 guests

b) Crossing Cruises (starting and ending at different ports): minimum of 4 guests



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18. Cabin Accommodation Setup

a. Aboard the Bugis

There are a total of four (4) guest cabins. All cabins are Triple Cabins, each equipped with one double bed (140 cm x 200 cm) and one bunk bed (90 cm x 200 cm).

b. Aboard the Bajau

There are a total of four (4) guest cabins, comprising three (3) cabin types:

- Two (2) Triple Cabins, each equipped with one double bed (140 cm x 200 cm) and one bunk bed (90 cm x 200 cm).
- One (1) Twin Cabins, equipped with two bunk beds (90 cm x 200 cm)
- One (1) Double Cabin, equipped with one double bed (140 cm x 200 cm). This cabin will be available starting on 15 June 2026.

19. Activities Aboard

Nomad Archipelago offers a leisurely cruising experience with activities such as paddling, kayaking, land excursions, village visits, cultural encounters, trekking, hiking, snorkeling, sightseeing, diving and opportunities for exploration on every trip.

- I. **Shared Cruise:** Our shared cruise is *non-diving-cruises* with no option of adding additional diving on the activity. Snorkeling gears (fins and google are included).
- II. **Private Cruise:** One of the advantages of a Private Cruise is the option to add diving activities at an additional cost with the diving capacity on each boat is maximum of four divers per dive and a maximum of two dives per day.

20. Changes to the cruise itinerary and prices

a. Changes in Price

For guests who have already made their deposit payment and signed the terms and conditions, the cruise rate and policies at the time of booking will remain the same. However, the harbor and park fees are subject to change. In the event of any changes to the terms and conditions, guests will be informed no later than 60 days prior to the trip departure.

b. Itinerary and service changes after booking and before departure

Nomad Archipelago reserves the right to change the itinerary and services if required due to unforeseen or unavoidable circumstances. Nomad Archipelago will make every effort to offer equivalent alternatives of a comparable standard. Nomad Archipelago will inform the guests of such changes as soon as possible and the effect they might have on price.

c. Itinerary and service changes during the cruise

Nomad Archipelago reserves the right, if necessary, to change an itinerary during a trip (i.e. due to weather conditions, harbor closures or in event that the captain feels the safety of the ship and/or the guests are in jeopardy, etc.). The itineraries communicated by Nomad Archipelago to the guest are just for information and can be altered or changed anytime according to the prevailing conditions during the cruise.

21. Safety and Alcohol Policy for Cruises with Diving Activities

- a. For divers, FIRST DRINK = LAST DIVE! (Including beer and wine)
- b. Captain and Cruise Director of Nomad Archipelago maintain the right to change the route if they judge that the safety of the guests, crew or the boat is threatened due to weather and sea conditions.
- c. No racist or religious offensive remarks towards the crew will be tolerated and the Captain and Cruise Director of Nomad Archipelago maintain the right to stop the trip if any occur.
- d. Any behavior during the trip, that can put passenger lives in danger – such as, but not limited to, or jumping from the boat without crew permission, approaching closer to Komodo dragons than allowed by guide or similar, will not be tolerated.

22. Statement of damages resulting from personal injury, illness or death

- a. Damages resulting from illness, personal injuries or death which may be sustained by reason of, or while engaged on, any type of trip whether due to the ownership, maintenance, use, operation or control of any aircraft, helicopter, automobile, bicycle, boat, vehicle, hotel, common carrier or any other conveyance used in



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carrying out the trip program, Nomad Archipelago assumes no liability due to any cause whatsoever whether caused by failure or delay or other irregularity, acts or omissions occurring during a trip under which the means of transportation or other service provided thereby is offered or supplied by owners, operators or public carriers for and on behalf of PT Nomad Pulau Sorga.

- b. PT Nomad Pulau Sorga shall not be held responsible for any injury to persons (whether resulting in death) or damage to property arising from any act of war, insurrection, revolt, or other civil uprising or military action occurring in the countries of origin, destination, or passage during the duration of the trip.
- c. In case of a medical problem arising during the trip, either on board or on shore, which results in costs for rerouting the boat, evacuation, use of aircraft or repatriation, including the likely other guest refund for the alteration of the cruise, the responsibility for payment of these costs, belongs solely to the guests.

23. Diving and travel insurance

a. Evacuations and Scuba Diving

All guests that are planning to dive are required to have medical evacuation insurance that specifically covers the diving activities.

b. Travel Insurance

We highly advise all guests to obtain travel insurance to safeguard against unexpected events and ensure a worry-free journey.

24. Loss or damage to personal belongings

- a. PT Nomad Pulau Sorga does not take any responsibility for loss or damage to customer personal belongings that are due to any situations occurring during the trip except approved differently by PT Nomad Pulau Sorga.
- b. PT Nomad Pulau Sorga insures its boats. In the event of an accident causing the boat to sink, PT Nomad Pulau Sorga will cover costs for lost personal belongings and any injuries or hospitalization. Personal items worth over £100 must be listed before departure. The indemnity limit for each item will be determined by the vessel's insurance. The insurance company will assess each claim per their terms and conditions.