

FAQ from A to Z



Arrival at the airport

Upon arrival at Hurghada or Marsa Alam International Airport either one of us or a representative of Ocean Window will be there to greet you. You will be driven to Blue Waves in an air conditioned bus. Transfer times are as follow, from the Hurghada airport to; Hurghada Marina 10min.; Marsa Alam and Port Ghalib approx. 3hrs. From Marsa Alam airport to Port Ghalib 10 min.

Arrival on Board M/Y Blue Waves

Welcome on Board 😊

First thing on board is stake your shoes off and forget about them. They will be stowed away and brought back on the last day of the tour. Next you will be greeted by our crew and a welcome drink. Proceeding this come the check-in formalities. After check-in can everyone go to stow their belongings. First find a dive box under the benches on the dive platform and unload your dive gear there first and then proceed to your cabin. When this is done we can be assure that all material is on board. We call this procedure Gearing Up. When all guests are on board then there will be a briefing about the boat and further information.

Bathrooms and Toilets

Please do not deposit any toilet paper or sanitary items of any kind into the toilets. This can lead to blockages in the wastewater system's reservoir. Please use the waste bins. These are emptied daily from the cabin team. For what is the hose in my bathroom? In many countries where trees are few or non-existent, hence no toilet paper, it is used for spraying down one's backside as a substitute for toilet paper.

Beverages

During the trip are all non-alcoholic drinks free of charge. Beer costs 2 Euro, wine 15 Euro per bottle or 4 Euro per glass.

Additional prices see here:

http://www.oceanwindow.ch/downloads/preisliste_zusatz_e.pdf

Check Dive

Yes, every diver even experienced divers have to do the buoyancy-check dive. For the many experienced divers it may seem silly but we want to know, for our conscious as well, that all can dive and that the buoyancy is good by everyone before we hoist the anchor.

Check Out

Whenever possible the guests can stay onboard with us till the transfer to the airport has arrived. It is understandable that we will need a bit of time between departure of guests and the new arrivals, therefore the extra time is needed for cleaning and services. We take this opportunity to excuse the hectic on the last day and ask that all guests pack and leave their rooms by 10 o'clock on the day of departure. If your departure time and arrival time of the new guests causes a conflict then the last hours you will have to wait in a café. For those who wish to relax or swim on the beach the last day, this opportunity is available for 15 Euros at a Hotel. This will be discussed with dive guides or representative if need be.

Climate and Clothing

The Red Sea is an arid desert climate, so best would be light comfortable clothing and a jacket for in the evening. Don't forget sun protection and something to cover your ears. In summer the temperatures are around 35°C and in winter around 25°C, this cools down almost 10°C in the evenings.

Contact

Most members of the crew speak English or even a bit German. Do not hesitate to ask the crew and guides about anything that interests you. They will be willing to show you everything and help where they can. Should you have problems with any member, speak to Chris or Captain Maher.

Phone Numbers:

Chris (CH):0041 79 218 04 43

Chris (Egypt): 002 01064 07 19 35

Maher (Egypt): 002 01000 75 75 93



Costs

Here a few things about cash (best in Euros) and what you should have with you.

- Beer or wine, because alcoholic drinks are not included
- Souvenirs and things on shore
- Marine park and nature preserve fees (depending on route and tour)
- Course fees
- Tip for the crew

Crew Tip

It is not a must but we would recommend 3 to 4 Euro per crew member per week. On average there are 10 people on board, so this is between 30 to 40 Euros per week.

Currency in Egypt

The notes or tender in Egypt is called “Pounds” (EGP). Most of the places in Egypt you can pay in Euro.

Decompression Chamber

Onboard can a D.E.C:O. International (Diving Emergency Center Organization) insurance can be purchased, costs 7 Euros, which is valid for 4 weeks and covers the use of the decompression chamber.

Dives

Depending on the route we take and sea conditions usually 3 to 4 dives per day are normal. In the Marine parks (Brothers – Daedalus – Rocky Island – Zabargad) are night dives not permitted.

Dive Accidents

Our boat is supplied with first-aid materials and the crew is trained for such emergencies. Onboard are many pure oxygen tanks in case of a dive emergency. We recommend making a special dive insurance for rescue, return transport and decompression chamber. You can make a purchase a special insurance onboard for 7 Euros valid for 30 days for the decompression chamber.

Dive Briefings

Please take the briefings seriously and be present. The briefings are important gives important information of what is to expect on the next dive. After the briefing divers can decide whether they wish to dive or just relax. The dive guide and buddy teams can be better and more efficiently organized this way. The first morning briefing happens quite early, but with a cup of coffee in the hand it is only half so bad.

Dive Courses

Yes, it is possible. It needs to be declared by booking and not every course is possible on every tour.

Dive Equipment

For the stowing of dive equipment there are plenty of boxes under the benches on the dive platform. In these boxes belongs your weight belt, mask, snorkel, boots. etc. but not your dive computer or lamps. For these items there is an extra place on the platform for them. Wetsuits should be hung up on the hangers and for everyone there is a 12 liter DIN or INT valve connection aluminum tank. Signal buoys and dive computers are mandatory for every dive. *(see also Rental Equipment)*

Dive Site Limitations

In addition to the normal rules for divers should divers have at least 30 logged dives (Brothers and Daedalus 50 dives) to show us in their logbooks or have discussed this before the tour begin whether the tour is acceptable with less dives.

Electricity

On board we have 220V and with 2 round prong plugs. For security reason it is not allowed to charge torches or cameras in your cabin. There are charging points provided on the diving deck.

Emergency Exit

There is an emergency exit in cabin 3 behind the mirror which exits out to the bow of the boat.

Immunizations

The recommendations for immunizations are constantly changes so the best ways would be to ask your doctor. Generally, immunization for tetanus and hepatitis A/B recommended.

Language

The crew on board speaks English and some German but of course Arabic.

Logbooks, Certifications, etc.

We need to see your logbook and certifications onboard to shortly discuss your experience level. Recommended is also a health certificate from a doctor. This should not be older than 2 years for a person under 40 and one year for someone over 40. Every guest must fill-out the health form onboard.

Music

Of course, you can plug your MP3 or even your notebook into our stereo systems. Just ask the guide or the crew, they can assist you with this.

Non-Diver

Of course non-divers are welcome by us. As each route is different and some do not allow much opportunity for snorkelers, it is recommended that you contact us before booking. But rest, relaxation and fun are always included.

Nitrox

For certified "Nitrox" Divers is Nitrox for free – There is a membrane based filling station on board. While Nitrox is offered for free it is not a guarantee by booking. Should the Nitrox generator for any technical reason not be

functioning is a reduction in the trip price not valid. For reasons of security (common deep dives) is it normal that we use only about 29% Oxygen fillings for Nitrox.

Payment on board

On board, we do not accept credit cards or cheques! Please, take sufficient cash money with you. Our currency on board is Euro.

Passport Data and Arrival/Departure Times

The passport numbers and arrival/departure times for all tour guests must be sent till 12 days before departure to Ocean Window GmbH. Passports must be valid for at least 6 months. Please take a photocopy of your passport with you.

Portholes

All cabins on M/Y Blue Waves have portholes. Please never forget to close and keep them closed when stormy weather is or we are in motion.

Rental Equipment and Replacement Parts

Onboard is little rental equipment. You can gladly rent equipment from us but be sure to let us know 7 days before the tour begins so that we can arrange to have it ready and onboard.

Attention Wetsuits!! Because we do not have a large assortment of wetsuits and the various sizes it is recommend the wetsuit to rent at a dive shop in your home area, try it on and bring it with you. The size given by the ordering of rental equipment is final and not disputable. Replacement parts are not available for your equipment onboard so be aware of this before leaving.

Rescue Equipment

Rescue equipment onboard are life jackets (2 in each cabin), life rafts and life savers. In every cabin, plus kitchen and engine room, are smoke alarms and fire extinguishers. We will explain exact locations and handling by the boat's information briefing when you arrive onboard. Generally, in an emergency is the rule that every guest gathers on the upper deck. In cabin 3 behind the mirror is the emergency exit. This is for the below decks as an alternative escape route.

Sea Sickness

Could happen to anyone. Most often the symptoms get lessen after the first day. We always have a few medications with us but if you need special medications for this you must bring this with you.

Shopping

Depending on harbor where the ship ports is there a possibility for shopping. Hurghada is for sure worth strolling through and Port Ghalib awaking evermore its livelihood.

Shower

We are filling our freshwater tanks constantly and it lasts only so far sometimes so please take care not to excessively shower if not necessary. The dive equipment should and will be cleaned at the end of the tour before departure.

Sleeping on Deck

Yes of course. Especially in the hot summer season is it highly recommended to sleep underneath the stars. You can take a blanket out of the cabin with you just be sure to wipe off the mattresses outside with a towel first and be informed that it can get a little damp from the humidity. But in the morning the blankets need to be back in the cabins.

Towels

1 shower and 1 sun towel per person are in each cabin.

Transfers

Naturally, is the transfer from the airport to the yacht and back organized for you and included in the trip price. Whoever is in need of a special transfer, e.g. in a Hotel etc. should contact before arrival in Egypt. We will do this gladly for you but would need to know ahead in advance. The cost of the special transfer can be paid onboard.

Wetsuit

The water temperature in the Red Sea is between 21 and 30°C the year round depending on region and season. Keep in mind that with 3 to 4 dives each day the body cools down each time more rapidly. We recommend a suit between 5 and 7mm for the entire year.

Tender

We have two tenders (zodiacs) for security but also depending on the dive site we dive from the tender or get brought back onboard Blue Waves with them.



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A few Rules



We are committed to your safety!
Please follow these rules in order that we can
conduct an accident-free tour.

- Smoking is strictly prohibited everywhere inside the ship
- Remove outdoor shoes, it is best to walk barefooted
- Do not enter the saloon or the cabins with diving equipment or wet clothes
- Close the portholes (Windows) while cruising or when it has big waves
- Do not throw any paper or other solid items into the toilet
- Do not throw any cigarette stubs or any carbage into the sea
- Please show consideration for the moral values:
Do not lie topless on deck.
- Please respect the country and its religion.

Diving Rules

- Before your first dive we will ask you to sign the standards of safe diving statement. Diving certificate and logbook has to be presented to the dive guide. A valid medical attest has to be presented (max 2 years until age of 40, yearly attest if aged above 40) and you have to fill out a medical form.
- Nitrox is only provided to certified Nitrox divers
- Please drink enough water (rule of thumb: one liter per dive).
- No alcohol before diving!
- A check dive is compulsory (during a regular dive)
'A decent buoyancy check and everyone's a winner'
- Only dives within the non-decompression limits are allowed
- An own dive computer and safty boye is compulsory
- The max. depth is according to your dive certification
- Dive only in buddy teams
- Make a safety stop at 5 meters for min. 3 minutes at the end of every dive

Environmental protection

- To protect you from injuries and to protect the underwater world please refrains from touching anything under water.
- Make sure that your buoyancy is always controlled.
- Observe the underwater world at a reasonable distance and don't frighten the animals.

- Don't take anything with you apart from good memories and pictures. Don't leave anything behind you except bubbles.
- Dive responsibly and within your personal capabilities.
- In case of obstruction of the diving operation or blatant violation of these rules the dive guide is allowed to ban you on diving.
- The observation of these rules serves to ensure your safety and the safety of the group.

Crew and Guides

Most members of the crew speak English or even a bit German. Do not hesitate to ask the crew and guides about anything that interests you. They will be willing to show you everything and help where they can. Should you have problems with any member, speak to Chris or Captain Maher.

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A few funny but good tips!

You may have seen these humorous guidelines or a version of them over the years. The original author is unknown, but the point they make is a valuable one.

- Do not expect to find things to be like at home. You left home to find things different.
- Do not take anything too seriously. A carefree mind is a vital to a good vacation.
- Do not let other travelers get on your nerves. You paid good money to enjoy yourself.
- Do not forget: you are a representative of your country at all times.
- Try not to worry because he or she who worries will have no fun. Remember that few things in life are fatal.
- As a stranger in a strange land, be prepared to do as its people do.
- Do not judge all people of a country by the one person who has given you trouble.
- Remember that you are a guest and those travelers who treat their hosts with respect will be treated likewise.