

# FREQUENTLY ASKED QUESTIONS

## BOOKING and PLANNING

Do I need a special insurance for my holiday?

Yes, for a worry free holiday, we highly recommend to get a travel insurance – travel cancellation insurance, travel medical insurance which covers the return transport of a patient from abroad, accident insurance as well as a luggage insurance.

Flights and travel insurances are available with our partners [-Reisen](#) und [Rush](#).

What entrance and exit regulations do I have to consider for Indonesia?

Paperwork:

- Passport (valid for more than 8 months from the date of arrival in Indonesia, incl. at least 2 blank pages).
- Copies of passport 2 x (We recommend to make photocopies of all important documents and keep them in a separate place.)
- Visa (valid for the whole trip period. The visa on arrival is available at the airport for 25,- USD. It allows you to stay up to 30 days.)
- Insurance card

You will need to complete an entry form which is handed out in the aircraft.

Most nationalities (including German, Austrian, Swiss, French, British – if you have any doubt please ask the Indonesian Embassy in your country) will obtain a visa on arrival at Denpasar airport. The visa fee is 25,- USD for a stay of up to 30 days. The visa on arrival can be extended once for 30 days. If you want to stay longer, you need to apply for a visa in your country of origin.

Every flight guest leaving the country has to pay an airport tax of 150.000,- Indonesian Rupiah (IDR). If you stay longer than you are allowed by your visa, you will have to pay an overstay fee (should be avoided!).

Is there an age limit at the Balicamp Campsite?

No. Any age is welcome at the Balicamp! For your information: the average age of Balicamp visitors varies between 18 and 27 years. Childcare is available on request. The minimum age to make a booking is 18 years. If you are younger, please provide us at booking time with a written confirmation signed by your parent or legal guardian allowing your participation at the Balicamp and Surf program.

Which cost factors should I take into account for my Balicamp stay?

1. Flight
2. Insurance
3. Lodging at the campsite
4. Surf Packages
5. Surfboard rental
6. Private costs

How do I book my holiday directly with the Balicamp?

There are several possibilities:

1. Online: Fill in the contact form on our website ([www.thebalicamp.com](http://www.thebalicamp.com)). We will contact you shortly and ask you to send us further information for the booking. As soon as we have all necessary information, we will confirm the booking and send you an invoice. After that, the booking can only be cancelled under the conditions stated in our General Terms and Conditions.
2. Email: Simply send a booking request to [office@thebalicamp.com](mailto:office@thebalicamp.com)
3. Skype: theBalicamp
4. Telephone: is only an option if you are already in Bali or Indonesia and make a quick decision to stay at the Balicamp.
5. At the Campsite: just drop by and get all the information needed to check in.



## How and where do I book my flights?

Flights are available with our partners [sky-Reisen](#) and [Sudden Rush](#).

## How many kilos per person are allowed on airplanes to Bali?

The baggage allowance depends on the airline. Usually, you are allowed to bring 20 kg. If you want to bring your own surfboard, we recommend to ask your travel agency or the airline for further information.

## Is it possible to book lodging without food?

No, the food is already included in the price. But, of course, you are free to have dinner somewhere else, if you like.

## Can I book a Surf Package when I arrive at the Balicamp?

Yes, you can book a Surf Package when you check in. The bill has to be paid in cash immediately.

Please note: booking is subject to availability.

## How to choose the right Surf Package(s)?

Asking yourself the following questions should help you to select the right package and to combine different packages according to your needs:

1. What surf level do I have? For details see the section "How to assess my surf level?"
2. What are my personal holiday needs – What is my focus?
3. What are my goals in surfing?
4. Length of stay?

Of course, we will be happy to help you choosing the right Surf Package.

## How to assess my surf level?

The chart below may help you to assess your surf level and to choose the right surf package.

Experience in time	+ level of skills	= surf level	= recommended Surf Packages
0	-	Beginner	Rookie or 1. week BSS, BPG
0 – 2 weeks	Basic knowledge (Beginner course)	Advanced Beginner	Rookie or 1. week BSS, BPG
0 – 4 weeks, more than 1 year ago	Basic knowledge (Beginner course)	Advanced Beginner	Rookie or 1. week BSS, BPG
4 weeks (max. 1 year ago)	Basic knowledge + paddling + Take-off	Intermediate	Easy Rider or 1. week BBG, BPG
4 weeks +	Paddling + green wave Take-off	Intermediate	Easy Rider or 1. week BBG, BPG
Holiday (1 x per year)	Riding green waves + basic maneuvers	Advanced	Easy Rider, Charger or 1. week BBG, BPG
Regular (2 - 3 x per year)	Wide range of maneuvers	Experienced	Charger, BIG, BPG
All year round	Full range of maneuvers	Experienced / Pro	Charger, BIG, BPG

## Can I pay my bill with credit card?

Sorry, the Campsite does not accept credit cards. Payments must be made in cash in any of the following currencies: Euro or Indonesian Rupiah.

## Will I get picked up at the airport?

Yes, if you send us your arrival date, arrival time and flight number at least 3 working days before arrival, our driver will be waiting for you at the exit. Please note: If you arrive after midnight, there will be no pick-up. In that case, please take a taxi to the Balicamp. We will reimburse the taxi costs (of IDR 100.000,- max).

## What, if I have to cancel my booked stay at the Balicamp?

As long as you cancel your stay on time (that means, at least 41 days before the arrival date), there are no cancellation fees. After that, the booking can only be cancelled under the conditions stated in our General Terms and Conditions.



# The BALICAMP

## How are guests accommodated in the bungalows?

You can choose a room with one double-bed or a room with two single beds. If you come alone, please be aware that you might have to share your room with another guest of your gender. If you come alone and want a room on your own, you can book our single-room option.

## Which trips does the Balicamp offer?

Every week (mostly Saturdays), we offer optional half day trips (e.g. to Uluwatu or Tanah Lot), which will be organized by the Balicamp.

Every Sunday, you can join trips to more distant destinations (Ubud, Monkey Forest, Mount Agung), which take place in cooperation with "Balila" and "Ebry". The price depends on the size of the group and the destination. We are happy to organize individual trips. Please contact our reception for further assistance.

## Is there a yoga class at the Balicamp?

No. But there is a wide range of quality yoga centers nearby. One class costs about EUR 8,-

## How can I make a phone call?

To make cheap phone calls, use a local SIM card like Flexi / Simpati which can be easily purchased at the Bintang Supermarket (see map). To make short local calls, you can also use the Balicamp phone. Just ask for the rate list prior to your call.

## Is there a place where I can store my valuables?

Yes. All rooms provide lockable cupboards. Also, you can give us your documents at check-in. We will keep them in a safety box.

## Do I have to bring an adapter?

The connector standard is a German Schuko-receptacle, Type F/CEE 7/4.

## Is my bed equipped with a mosquito net?

Yes. Every bed in the bungalows and in the family house is equipped with a mosquito net.

## Do I have to bring towels and bed sheets?

No. The Balicamp provides towels and bed sheets for every guest.

## Can I order vegetarian meals?

Of course, we take your preferences into account. If you are vegetarian, please tell us at the check-in and we are happy to prepare special meals for you.

## How far is the Balicamp to the nearest diving spots?

The nearest diving spot is in Sanur, which is about 30 minutes by car.



# SURFING – SURF PACKAGES

Is there an age limit to join the Balicamp surf activities?

The Balicamp offers special private lessons for children from six years, and private Surf Guiding & Coaching for teenagers from 12 years. Packages are available on request. Early booking is mandatory.

How well do I need to be able to swim before I can take a surf lesson?

At least, you should be a decent swimmer! If you want to be a good Surfer who is able to paddle out far and in bigger surf, you should be a “good” swimmer. A good swimmer can swim several laps in the swimming pool with ease.

I have no surf experience. Can I join a course anyway?

Yes, of course. For anyone with zero surf experience, wanting to learn the essentials of surfing via the best and safest way, in simple, easy-to-follow steps and master the arts of board handling, paddling, take-off, ... the Balicamp Surf School is just your package. In collaboration with the Rip Curl School of Surf, Asia’s most renowned surf school, the Balicamp Surf School jumpstarts you into Surfer’s paradise and gets you ready for takeoff with the Balicamp Surf Guiding and Coaching. You can then proceed with the Balicamp Surf Guiding & Coaching packages.

How to choose the right Surf Package(s)?

Asking yourself the following questions should help you to select the right package and to combine different packages according to your needs:

1. What surf level do I have? For details see the section “How to assess my surf level?”
2. What are my personal holiday needs – What is my focus?
3. What are my goals in surfing?
4. Length of stay?

Of course, we will be happy to help you choosing the right Surf Package.

How to assess my surf level?

The chart below may help you to assess your surf level and to choose the right surf package.

Experience in time	+ level of skills	= surf level	= recommended Surf Packages
0	-	Beginner	Rookie or 1. week BSS, BPG
0 – 2 weeks	Basic knowledge (Beginner course)	Advanced Beginner	Rookie or 1. week BSS, BPG
0 – 4 weeks, more than 1 year ago	Basic knowledge (Beginner course)	Advanced Beginner	Rookie or 1. week BSS, BPG
4 weeks (max. 1 year ago)	Basic knowledge + paddling + Take-off	Intermediate	Easy Rider or 1. week BBG, BPG
4 weeks +	Paddling + green wave Take-off	Intermediate	Easy Rider or 1. week BBG, BPG
Holiday (1 x per year)	Riding green waves + basic maneuvers	Advanced	Easy Rider, Charger or 1. week BBG, BPG
Regular (2 - 3 x per year)	Wide range of maneuvers	Experienced	Charger BIG, BPG
All year round	Full range of maneuvers	Experienced / Pro	Charger BIG, BPG

How many people are in a surf group?

A surf group does not exceed 4 guests. For 4 persons, we provide one Surf Coach (and one Surf Coach Assistant). Because our groups are composed according to the surf level of the participants, they offer the perfect setting for a dynamic learning experience, where you will:

- Build confidence, mutual encouragement and performance through peer support
- Develop a collective identity and shared passion like enjoying the experience of surfing in a team



With our small groups of 4 participants max we:

- Do not bother other surfers e.g. by over-crowding surf spots
- Provide a friendly and pleasant atmosphere
- Are able to act reasonably and safe in the lineup

I did not book a Surf Package. Can I join the group anyway?

No, this is not possible.



## What kind of surf equipment does the Balicamp provide?

The Balicamp provides high quality rental boards from 5'9 up to 9'6 – hand shaped, NSP and Tuffite, for a small surcharge. For your convenience we also offer you a complete range of quality surf equipment including surf boards, wax, leashes, grip decks, rash shirts, board shorts, booties all at very reasonable rates.

## Can I use my rental surfboard for private sessions?

Yes, as long as your surf level, the weather and surf conditions allow. Please note that you can only use your board for private sessions, if you have surf experience, act responsibly and respect Surfers' etiquette.

## Is it possible to surf near the Balicamp?

There is a surf spot in the south, which can be reached by foot in 10 minutes. It works at small to middle-high swells and is suited for intermediate-level surfers. Another spot for advanced surfers lies north of the Campsite, just a 15 min. walk away. For further information, ask the Balicamp Surf Coaches.

## How is the surf during the wet season?

The surf during the wet season might be less consistent than in the dry months. However, nice swells are common, especially on the east coast. Plus, the water is warmer, the waves are smaller and therefore easier to handle for beginners, and the spots are less crowded.

## Do I need a wetsuit in Bali?

The Indian Ocean has a very pleasant temperature all year around (about 28 C). From June to September, the temperature may drop to 22 C, so you may need a wetsuit, shorty or rash shirt.

## How much does a surfboard cost?

Surfboards made in Indonesia cost about EUR 350,-. Second hand boards are even cheaper. The price for boards from other countries starts at EUR 450,- approx.

# INDONESIA and BALI

## How long does it take to acclimate?

It can take up to 7 days and more. We recommend a minimum of 2 days with easy activities and good sleep before you turn into action.

## How can I travel around Bali?

Means of transport are cheap and can be organized easily.

- Rental Car (starting from EUR 10,- / day)
- Rental Motorbike (starting from EUR 4,- / day)
- Taxi (starting from EUR 2,- / 10 min. drive)

The price for petrol is about EUR 0.40,- per liter.

Be aware that Indonesians drive on the left. Respect traffic rules such as wearing a helmet on the motorbike and carrying an international driving license with you.

## What do I need to know about medical and health care?

Common illness in Bali are otitis and diarrhea. Avoid swallowing ocean water (which can cause Bali Belly). Treat your ears with antiseptic eardrops (available at our reception) after every surf and get rid of water blocking your ears and in your sinuses as soon as possible (at the latest before you go to bed). If ear problems develop we recommend you to consult a doctor.

To prevent diarrhea, wash hands, slowly adapt to spicy food, wash fresh vegetables or fruit or peel it, do not drink water from the tap and check the condition of the food. If you get diarrhea, we highly recommend charcoal tablets.



## Which kind of vaccination do I need?

For vaccinations (e.g. Typhus, Tetanus, Hepatitis A (and B), Polio, Diphtheria) and prophylaxis treatments, we recommend consulting your general practitioner or a tropical institute.

## Is there a risk of malaria and other infectious diseases?

### Malaria:

High risk:

Flores, Gili Islands, Lombok, Sumba, Roti, Moluccas, New Guinea, Sumatra, Sulawesi, Timor

Low-level risk: Rural areas of Bali

No malaria risk: In general, big cities like Jakarta (Java) or urban areas such as Kuta in Bali are considered to be malaria-free.

### Dengue:

Nevertheless, you should be aware of other diseases caused by mosquitoes, such as dengue fever or chikungunya fever. Use an effective anti mosquito repellent. Wearing protective clothing such as shirt and trousers will help to minimize the bite-risk.

Rabies is present in Indonesia. Do not touch any stray dogs or other mammals (not even cute puppies). If you are bitten (or scratched), seek medical attendance immediately and get the vaccine shots.

### General information:

The incubation time for malaria is 12 days to several months. The malaria symptoms may be unspecific and similar to flu. In case of suspected malaria, it is best advised to seek medical care immediately, which is provided by local hospitals in Bali and also in Lombok. For further and up to date information on prophylaxis drugs, please consult an expert!

It's always good to be prepared – therefore you should bring a complete travel-first-aid-kit.

Illness	Injury	Plaster, tapes etc.
Diarrhea and stomach trouble	Disinfectant	Tape (2 x, standard size)
Cold	Ointment (antibiotic)	Assortment of plasters
Fever and pain	Bruise / sprain	Tweezers (pointed), safety pin, scissors
Eye drops	Insect bites / jelly fish / itch	
Ear drops (disinfectant / antibiotic)		
Travel- / motion-sickness		

## Alcohol and drugs – are drugs allowed in Bali?

NO. Do not possess, accept, traffic or use drugs of any kind in Indonesia – it is strictly prohibited and prosecuted. 90 % of Bali's population adheres to Balinese Hinduism, which does not ban the use of alcohol. Hence, alcohol is available in almost every supermarket and restaurant. Wine and liquor are more expensive than the local beer (Bintang) and Arak (a spirit made from rice and coconut).

---

We take no warranty for the accuracy and completeness of this information and any possible damage resulting therefrom. We recommend all travelers to inform themselves in detail about the travel destination before departure.

For additional information, see our FAQ and info sheets.

