

**Know Before You Go**

# **Guadalupe Island**

## **Great White Sharks**



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## Vancouver Head Office


**Monday - Friday**

8am - 4:30pm

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Email: [info@NautilusDive.com](mailto:info@NautilusDive.com)

 We offer easy convenient options if you are flying into **San Diego, California or directly into Tijuana** through Mexico City.

[Read details](#)

## How You Can Stay in Touch at Sea

We are proud to have been the first dive boats in the world to offer satellite internet access while voyaging out to remote oceanic islands. Satphone and internet access is available on all our ships for a modest fee. Please note that the speed of our generation four latest and greatest equipment doesn't compare to what you are used to on shore. WhatsApp and text emails usually work great. Media files and document attachments are not possible.

# We Save Lives.

**BUY NOW**



# Sample Itinerary

## 6-Day Trip

Itinerary is subject to the vagaries of big animals, weather and Mother Ocean!

### Transfer Information

For guests arriving in San Diego, our partners at the Hotel Coral in Ensenada can pick you up with personalized van service from the Starbucks next to the airport or from Ocean Enterprises Diving Centre. If you prefer to spend some time in San Diego, we can arrange accommodation at the Four Points Sheraton with van pick up to Ensenada when you are ready. For guests arriving in Tijuana, the hotel vans can pick you up right outside the Arrivals Hall. **PLEASE NOTE that during the Covid crisis, there will be a maximum eight passengers in the hotel's full size vans**

#### PICKUP LOCATIONS

1. **Starbucks Liberty Station:** 2556 Laning Rd #105, San Diego, California, 92106, United States
2. **Four Points Hotel:** 8110 Aero Drive, San Diego, California, 92123, United States
3. **Ocean Enterprises:** 7710 Balboa Ave #101, San Diego, California, 92111, United States
4. Pick up directly from **Tijuana International Airport (TIJ)**

**\*Pick up times in San Diego at 12, 2, 4 and 7pm**

**Please be sure to pick up your free seven day tourist visa from the immigration office at the border. The authorities will not allow you to board your ship without this.**

VIP service in Volkswagen Jetta is available for a small surcharge. Our hospitality suite is at the beautiful waterfront Hotel Coral in Ensenada with the ships berthing right in front of the hotel. The Coral has some great restaurants and bars while some of the most interesting restaurants and areas in Ensenada are an easy uber ride away. Please call the hotel directly to arrange your pickup at **011-52-(646)175-0000 (Mexico)** or **1-800-862-9020 (US)** or send your request to [veronica.ochoa@hotelcoral.com](mailto:veronica.ochoa@hotelcoral.com). Round trip fare is US\$110. We will issue an onboard credit in the same amount that can be used for rentals, gift shop or bar to ensure that your sum cost for the transfer is zero. Please quote code **greatshark20** to get the very best rate on hotel rooms and packages.

**Address: Km. 103 Carretera Tijuana - Ensenada  
No.3421 Zona Playitas, CP 22860  
Ensenada, Baja California, México**



### Day 1 - Welcome! Bienvenidos!

We encourage you to spend an extra day or two before your trip enjoying the lovely resort town of Ensenada. We especially recommend a Guadalupe Valley wine tour arranged through the Hotel Coral. If you prefer, take advantage of the hotel's kayaks, bikes, indoor and outdoor pools, gym or spoil yourself with a massage and spa treatment.

Check-out is open from 3pm onwards at the waterfront Marina Bar and Grill. Please be sure to check-in by 7pm. Boarding is available at 9:30pm. Our Captain and divemasters will guide you down to the boat where the rest of our crew will be waiting to greet you with big smiles and trays of champagne. Though we have the only large, steel, stabilized dive boats in this part of the Pacific and you can expect the best ride possible, it's always a good idea to bring anti-seasickness meds.

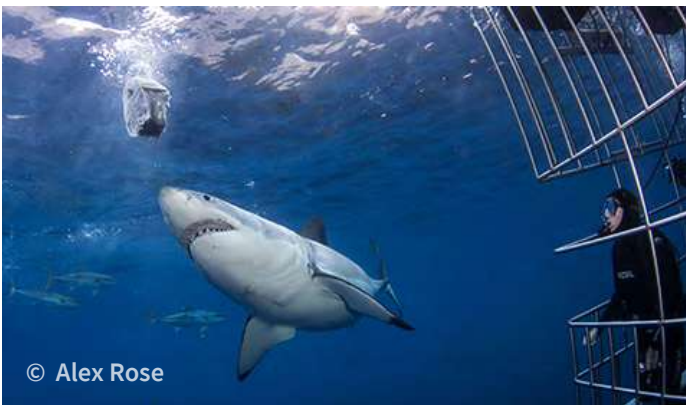


## Day 2 - Destination: Guadalupe Island

Today we will be travelling and relaxing at sea. We will hold an orientation and safety drill. It is for your safety and we will make it lots of fun. Shark 101 will be in the afternoon, then you can try out a shark cage on the back deck! Cocktail hour is at 7pm, although our guests often enjoy some cocktails well before that!

Guadalupe Island should appear over the horizon in the early evening, and we will have a calm night in the protected anchorage to get a restful sleep before the next morning's excitement of diving with our sharky friends.

[View Safety Video](#)



## Days 3-5 - Let the Sharking Begin!

Our theory on how shark trips should operate is very simple. Have loads of large comfortable cages in the water. Open the cages for diving at 6:30am. Leave the cages open until dusk. Have lots of divemasters in the water and on

the dive deck to ensure an excellent diving experience for our guests. We provide virtually unlimited diving in our surface cages, and provide at least three dives a day for certified divers in our submersible cages. We want to make sure you can dive as much as you want, for as long as you want. And don't worry about missing a meal if you are in the water – our chefs and hostesses will cook up breakfast to order or save a plate of food for you.

Other activity opportunities include our group Shark ID sessions, cocktail hour, and provided good weather, our "theatre under the stars". (Steven Spielberg's Jaws is always a favourite, followed closely by The Perfect Storm!) And of course, you can jump in the hot tub, even between your dives!



## Day 6 - Return to Ensenada

Sadly, your time onboard will come to a close when we arrive back at the Hotel Coral in Ensenada around 2pm. Before you disembark, we will ensure you get a copy of the trip highlights DVD that our crew has put together. We hope that you might spend another day or two in Ensenada. Hotel vans will be waiting to transport everyone else back to either the Tijuana Airport, or the San Diego Airport or four Points Sheraton hotel via the Tecate border crossing. The crossing time by Tecate might be a bit longer than the San Ysidro crossing but offers the tremendous benefit of being able to cross in the van with no need to disembark and drag suitcases and bags across by hand the way we did in the old days. We sincerely and deeply hope that you enjoyed your white shark adventure with us and that we see you again very soon.



## About Diving

### Am I going to see great white sharks?

Yes, you will see great white sharks on this trip! The number of sharks in the bay that we dive in varies from year to year. We have identified over 366 different sharks. In September, 2018 we saw over 50 sharks in three days. In all of our years of shark diving, we have only ever had two people who did not see sharks, which was way back in our second year of operation.

### Do I need to be a certified diver to get in the water?

You do not need to be certified to jump into the water with the great white sharks on one of our trips. Surface cages are open to divers and non-divers alike. Please note that you do need to be a certified diver to enjoy the submersible cages.

### When is the best time to go?

We only operate in peak season, July to November. July and August is when the males gather and are jostling for position. It has been said that they are like a bunch of rowdy teenage boys! The smaller females typically start showing up near the end of August, and they mingle with the males. October and November is when the dominant and reproductively successful females arrive. We call these the "Big Mommas"!

### How many days of diving will I get?

Our ambition is to give you the best possible experience and maximize your time in the water. We arrive at Guadalupe the night before the sharking starts, so that you get a nice restful sleep, at a calm anchorage. Cages open at 6:30am the following morning, and are open until dusk on days one and two. On day three, the cages close at 5pm, as that evening we get underway for Ensenada.

### How many dives will we get per day?

You will have virtually unlimited time in the surface cages, keeping in mind it might be a bit busy on the first morning. Certified divers will have the opportunity of three dives per day in the submersible cages, sometimes more.

### How many cages are there & how many people fit inside?

Each boat has different numbers of cages; the Belle Amie has five, the Explorer has four, and the UnderSea has three. Each cage accommodates two to four guests.

## Travel Details

### Where do we meet?

Waterfront Marina Bar and Grill at the Hotel Coral, Ensenada with convenient van pickups from San Diego and Tijuana.

**KM 103. Carretera Tijuana - Ensenada**  
**No.3421 Zona Playitas, CP 22860**  
**Ensenada, Baja California, México**

### Do I need a passport and/or visa?

All guests must have a passport valid 6 months from entry. Visas are required from certain countries, please check your specific requirements online. All non-Mexican guests will require an FMM tourist visa. **Guests travelling directly to Ensenada will need to obtain the FMM tourist visa prior to entry into Mexico. In order for the FMM tourist visa to be valid, it needs to be stamped by the Mexican Immigration office at the entry point. Please ensure you keep this document with you while travelling.**

### Do I need insurance?

YES!!! Please note the capital letters! We require all guests to either purchase medical diving insurance from us or to have proof of valid insurance from a recognized and reputable carrier. Further, travel insurance is important and highly recommended but not mandatory. Guests who buy [Dive Assure travel insurance via the link on our website](#) (or by calling or emailing us) will receive a \$100 credit onboard effectively rebating 40% cost of their trip insurance.

### Do you have a hotel recommendation?

Yes!! We highly recommend the Hotel Coral in Ensenada. It is a four star resort with excellent facilities. Our ships berth right at the Hotel. Book a room [here](#) and enter discount code **greatshark20** for best rate on hotel rooms! For San Diego we recommend the Four Points Sheraton which is another very nice four star hotel.

### Hotel Coral Contact Info

Tel: 011-52-(646)175-0000 (Mexico) | 1-800-862-9020 (US)  
Email: [reservations@hotelcoral.com](mailto:reservations@hotelcoral.com)  
[georgeana.torres@hotelcoral.com](mailto:georgeana.torres@hotelcoral.com).

### What is included in the trip price?

Onboard meals and non-alcoholic beverages, virtually unlimited time in the surface cages, plus three submersible dives per day for certified divers, and of course amenities you would expect at a boutique hotel.

### What is NOT included in the trip price?

Single occupancy (available for a 25% surcharge), rental gear, purchases from our bar and gift shop, a \$65.00 USD (cash only) per person port fee, and if you think the service is deserving, crew gratuities - typically between \$250.00 - \$300.00 USD per person.

### Is the ship ADA compatible?

We welcome divers with disabilities on board. The Nautilus UnderSea has an ADA compatible stateroom. Please give us advance notice so that we can ensure we have the appropriate accommodations.



# What to Bring

## Do you provide rental gear?

We have full sets of very reasonably priced rental gear available. We recommend either a 5 or 7mm wetsuit, a hooded vest, booties, and a mask. Please ensure you check your size with us at our hospitality suite. If you would prefer to bring your own gear, you are more than welcome to do so.

## What is the surface weather like at Guadalupe?

The weather is the same as Southern California. July, August, and September are summer. The weather is generally nice, all the way through December. The temperature is mid-high 70's F during the day, and can be a little bit chilly at night. Shorts and t-shirts are appropriate for daytime, and a light sweater and pants are perfect for the evening.

## What else do I need to pack?

**NOTICE DURING COVID-19 CRISIS;** please note that for everyone's safety and health, face masks must be worn in public areas other than during dive operations. Please bring a supply of masks and a bag in which to store them. Read our [safety recommendations here](#).

Personal toiletries and your camera. Dive gear (or travel light and use our rental gear!) Reef-safe sunscreen will be available onboard with our compliments. Towels and bed linen are provided onboard.

## What are the water temperatures?

The water temperatures in July and August are usually around 72°F, but vary according to Mother Ocean. The temperatures drop to around 68°F by November.

## Can I bring my own alcohol?

Unfortunately, guests may not bring their own alcohol on board. There are no exceptions to this policy based on previous experiences. We stock a full bar with a wide variety of microbrews, single malt scotches, and a great selection of wine. Our prices are very reasonable. A beer for example, is only \$3.75!

# Other Important Notes

## How long is the crossing and will I get seasick?

It is an 18-20 hour open-ocean crossing to Guadalupe. Sometimes the crossing is completely flat, and occasionally it can be rough. We always try to time the weather, and take the most appropriate course. Most of our ships are heavy steel, ocean-going, stabilized boats to provide the best possible ride. On an average trip, some guests will feel motion sick. We recommend having a drink, using anti-seasickness medication, and having a nap on each crossing. Our anchorage is virtually always calm, so dive days are a pleasure.

## When is the best time to go, to avoid seasickness?

July to September, and the first half of October are generally calm. The North Pacific storms that sweep into British Columbia and Alaska, in the end of October and November, do sometimes roll a wave train our way.

# Before Departure

## What is in the Ensenada area?

Located on the shores of Todos Santos Bay in Ensenada Mexico, Hotel Coral & Marina is just a 20-minute drive from Baja's wine country, beautiful San Miguel Beach and vibrant downtown Ensenada. The resort is an easy uber to shops and casual restaurants. The town and nearby Guadalupe Valley have become a wonderful destination of gastronomic and atmospheric perfection. [View recommendations on great restaurants in Ensenada!](#)

## Where can I leave my luggage on the day of departure?

Our divemasters will be at the Marina Bar and Grill at the Hotel Coral from 3pm onwards on boarding days to help you check in and take care of your luggage.

## Should we have dinner before we depart?

Yes. Boarding is at 9:30pm and we strongly recommend that you enjoy the culinary delights of Ensenada ranging from the great restaurants at Hotel Coral, to the brew pub next door, to the fresh lobster restaurant downtown or the many other nearby restaurants.

## What time do we depart from the hospitality suite?

We will be looking forward to escorting you down the dock to your ship from the Marina Bar and Grill at 9:30pm.

## What time do we arrive back in port?

Your ship will most likely arrive back at the Hotel Coral between 1:30 to 2pm. Please keep in mind that you are venturing out on a great adventure to an offshore volcanic island. Sea conditions are such that the ships are occasionally late arriving back in to port. Guests transferring to Tijuana Airport should be there by 4 - 5pm. Border crossing times to San Diego are more variable but we generally arrive between 6 and 7pm.

## Do you have Wi-Fi onboard?

Providing internet access in open ocean is no easy task. We are continuously updating our KVH V-Sat systems, as more advanced technology becomes available. Wi-Fi is available for a flat fee of \$100.00 USD per device, per trip. Please note it will be slower than what you are used to onshore. It is not possible to download high resolution images, stream, or connect to social media. It is perfect for WhatsApp and emails.

# Guadalupe Rental Gear

**IMPORTANT NOTE:** Please ensure that you have submitted your rental sizes in your Guest Information form at least 30 days prior to your trip. Prices quoted per trip, all prices in USD.

<b>Wetsuit</b> .....	\$55
<b>Hooded Vest</b> .....	\$20
<b>Hood, Mask, Booties</b> .....	\$25
<b>Package</b> .....	\$95
(hood, mask, booties and wetsuit)	
<b>GoPro 9, with Stick Mount*</b> .....	\$120 or \$40/Day
<b>Micro SD Card</b> .....	\$20

\*Micro SD card not included. Please bring your own or purchase one onboard.

## Important notice to our valued guests during the COVID-19 crisis

Our job is to keep our guests and crew safe. Now more so than ever during the COVID-19 crisis. **Please ensure you arrange for a PCR or antigen test within seven days of boarding. We will also be providing complimentary antigen testing before boarding. This is required for your safety and that of our crew.** If you test positive in Ensenada, we will arrange for a medical diagnosis and if the virus is active, you are required by law to go into 14 day quarantine. Per CDC guidelines, if you test positive and are asymptomatic it is recommended that you get a second test. A false positive could occur, in which case you will want the retest results. If you do test positive, we require a doctor's note or medical report confirming the diagnosis, and you will receive a full credit towards a makeup trip on a later date of your choice. All of our crew members are regularly tested, both on and off the boat. Please read our COVID-19 FAQs [here](#).

Please bring your printed results and your temperature log with you for pre-boarding check-in. Medical staff from the hospital will be at the Waterfront Marina Bar and Grill at the Hotel Coral, Ensenada at 8pm to carry out testing before your departure. **Guests need to be at the Waterfront Marina Bar and Grill at the Hotel Coral, Ensenada by 8pm on the day of boarding for liveaboard trips.** It will take a bit of time to conduct the testing while keeping everyone socially distanced, so being there on time is important in order to get the lab results back before the ship sails.

### COVID-19 Best Practices

We hope that everyone is staying healthy and safe. Our goal is to get divers back in the water in a way that maximizes safety and minimizes contagion. As the situation with COVID-19 evolves, we will continue to adapt and improve the measures we are taking.

- We are requesting and requiring guests to monitor and record their body temperature twice a day on the week before boarding
- **Masks are mandatory in all common areas unless seating during meal times**
- **Social distancing at dive skiffs, staggered meal times and briefings**
- Vital Oxide hospital grade disinfectant with seven day hold time applied with fogging machines
- An intense focus on onboard sanitation. This includes supplying sanitized rental gear in vacuum packs, crew assisted buffet service and automatic hand sanitizer dispensers on the back deck. Mask rinse buckets are unfortunately a thing of the past
- Temperature and health checks
- Protocols and equipment in place if someone onboard does get sick
- **[Click here for Nautilus safe travel recommendations and requirements](#)**



We cannot promise that there won't be somebody onboard infected with the virus but we can promise that we will do our best to provide the most thoughtful, safest and healthiest possible environment. Our COVID-19 policies have been formalized within our emergency processes, our SMS safety management system, our training and accountability protocols and our onboard daily checklists as well as in consultation with shoreside authorities. Please stay safe.

# Backscatter **Zero to Hero**: Underwater Photography Courses

On any of our trips, guests can learn the secrets to getting the perfect photo with a complimentary photography workshop. Whether you have 'all the gear and no idea', or are a seasoned pro looking to hone your underwater photography skills, our knowledgeable team are dedicated to helping you reach your goals.

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## Underwater Photography Workshop

We also offer a one-day complete photography workshop for those who like to learn in the field. Led by our Backscatter Photography Pros, you'll learn the tricks of the trade capturing one of Cabo San Lucas' local dive sites, working on your own photos after the dive in our Backscatter Photography Center. These courses are tailor-made to suit your needs, ensuring you leave with the knowledge and skills required to capture the perfect underwater photo.

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## Zero to Hero: Backscatter One-on-One Course

Become a Photography Pro in a week with the Zero to Hero Backscatter course, the ultimate underwater photography workshop for those who are really looking to take their photography skills to the next level. Available either one-on-one or in a small group, the Zero to Hero course is a personalized photography workshop offered on our Socorro liveaboard trips.



## What will I Learn?

Featuring a week of immersion training, the course will teach you:

- Photography basics (aperture, shutter speed, iso) and camera set up
- Achieving the perfect exposure
- Focus techniques
- Strobe positioning depending on the subject you want to shoot
- Image reviewing and editing on lightroom and photoshop



**BACKSCATTER**  
UNDERWATER VIDEO & PHOTO



## Diving Excursion Risk



**We are excited to have you join us, but feel compelled to point out **some of the risks** involved in making an open ocean transit to visit and dive in a remote archipelago far off the coast of wild Baja.**

On a voyage like this, we are always at the whim of Mother Ocean. All of our ships are equipped with the latest in satellite technology, full time data links, internet at sea and marine radios. We can't control the weather but we can monitor the forecasts very carefully and our shoreside management team is in constant contact with the ships and available 24/7 in case of emergencies. We need you to be aware that there is always a risk of adverse weather, mechanical breakdown, errors or mistakes made by our crew, medical evacuations or other interruptions to your trip that are beyond our control.

These are difficult and trying times during the COVID-19 crisis. You can be sure that we will do our best to protect the health and safety of our guests and crew including the following core principles; temperature and health monitoring ->> personal hygiene with frequent hand washing, using sanitizer, not touching face, coughing or sneezing into one's elbow ->> social distancing ->> disinfecting with 1 week hold times using fogging machines ->> isolation, quarantine or emergency airvac to shore for possible cases. HOWEVER, we cannot promise that you won't come in contact with someone infected with the virus and we cannot promise that you won't potentially get sick.

Diving with marine animals entails risk. This is not Disneyland! Scuba divers risk embolism, decompression sickness, dehydration or other medical issues. Guests and crew alike are susceptible to accidents, tripping and falling, sprains or broken bones, heart attacks, stroke or medical conditions such as appendicitis, pancreatitis, diabetic complications, severe infections, abscesses or other emergency conditions.

Aerial medevac is available. We require that all of our guests have dive insurance that covers emergency care. We highly recommend travel insurance that covers evacuation flights. We make it really easy to purchase this insurance - [click this link](#) - or at See Creatures. Guests who purchase insurance through us will receive a \$100 rebate in the form of an onboard credit. A typical policy costs \$240 less the rebate. The cost of a medevac flight is at least \$10,000 and the cost of chamber treatment starts at \$15,000. You will have to arrange payment up front for these costs before any flight or treatment if you don't have insurance coverage.

A sample [liability release and waiver can be viewed here](#) and requires your acceptance, agreement and signature when you visit See Creatures before boarding your ship.

We wish you an amazing and completely uneventful trip with smooth seas and excellent diving.



## **PASSENGER GUEST WAIVER, RELEASE AND INDEMNITY (the "Waiver")**

In consideration of you allowing me to participate in your cruise and/or diving excursion (the "Excursion"):

I voluntarily waive, release and forever discharge Icarus Aviation Ltd., also doing business as "Lever Diving" (collectively the "Company") and its employees, directors, officers, agents and contractors (collectively the "Operators") from any and all liability, including but not limited to liability arising from the negligence (including gross negligence) or fault of the Operators or any of them for personal injury or death, property loss or damage or any other claims of any kind which may occur to me during or in connection with the Excursion and/or the use or misuse of any equipment, vessels or vehicles.

I agree that all agreements made between the Operators and myself (including this Waiver) shall be governed by the laws of Canada and the courts of British Columbia shall have exclusive jurisdiction over any matter relating to the said agreements or this Waiver.

I agree that this Waiver shall be binding upon my heirs, executors, administrators, successors, assigns and my estate and I agree that in the event that a claim is made against the Operators or any one of them in respect of any cause of action relating to me, I will indemnify the Operator(s) for their losses, damage and expenses arising from such claim.

I confirm that I have both read and fully understood the description of the risks involved in participating in the Excursion as set forth in the Company's disclosure information entitled "DIVING EXCURSION RISKS" published on the Company web site (<https://nautilusliveboards.com/diving-excursion-risks/>) and in the pre-trip information package provided to me.

I also confirm that I:

- (a) am physically fit; without any health related reasons that would otherwise preclude my;
- (b) have had sufficient instruction, preparation and/or training for; and
- (c) have not been advised by any medical professional to avoid

participation in the Excursion.

Finally, I confirm that I read and fully understood this Waiver before signing and, that I had the opportunity to do so before making any commitment of whatsoever kind or nature to the Company.

**Please note that you will be required to sign this waiver form upon the arrival at the hospitality suite.**

# Responsibilities

## Our Responsibilities

- To ensure your safety.
- To give you the best possible diving experience.
- To treat you with respect and consideration and to provide excellence in service onboard.
- To be responsive to special requests and needs.
- To plan each trip with respect to weather, sea conditions and animal behavior in order to maximize your diving experience.
- To keep our ships in top condition, clean and in good mechanical repair. Please note that each ship has many complex systems and it may be impossible to prevent some maintenance problems during your trip, despite our best efforts.

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## Your Responsibilities

### 1. Animals

We love Mother Ocean! Unfortunately, sometimes guests will demonstrate unsafe or irresponsible behavior towards animals that impedes other guest's experiences and/or may cause harm to the animals. It is your responsibility to follow the crew's directions and recommendations with respect to interaction with the animals. In the unlikely event that an individual is impeding other guests and/or causing harm to the animals, the captain will speak to that person and give them a formal warning. If the guest continues the same behavior, the captain has the authority to hold that guest out of the water for the remainder of the trip.

### 2. Diving Safety

It is your responsibility to attend dive briefings and comply with the principles of safe recreational diving. Deco diving or deliberately "going blue" is not allowed. The captain has the right to revoke the diving privileges of anyone who is diving in an unsafe manner.

### 3. Alcohol

With almost 30 years of operational experience running dive charters, we have learned the safest alcohol policy is to restrict guests from bringing their own alcohol on board. We provide a wide selection of beer, wine and alcohol from the ship's bar at reasonable prices. We are also happy to hold your duty-free purchases or local purchases of alcohol in bond in the ship's storage until the end of your trip.

### 4. Government Rules

You must comply with all Mexican government rules and regulations. Please note that government regulations and laws may change without notice. Our contract with you is subject to "force majeure" without compensation.

### 5. Marijuana

Marijuana is illegal in Mexico including medicinal prescription marijuana. We have a zero tolerance policy regarding guests bringing marijuana onboard.

### 6. Illegal Substances

We maintain a zero tolerance for illegal narcotics or substances on board. We're required under Mexican law to report any problems to the Mexican Federal Police.

### 7. Crew

Treating our crew and staff with courtesy and respect.

### 8. Getting Sick

We sincerely hope that you stay healthy and don't get sick during your trip. Please let the crew know if you are not feeling well so that we can give you extra love and attention and also do our best to prevent anyone else onboard from getting sick.



# A Note on Gratuities



© Scott Davis

I hope we leave you with the feeling that our crew served you with warmth, good cheer, and did their very best for you. I am very proud of our hard-working and dedicated staff.

Gratuities are a cultural oddity and vary in different parts of the world. In North America it is customary and expected to leave a gratuity if you think the service is very good to exceptional - we sincerely hope that you experienced exceptional service during your trip! We realize that tipping can be offensive in some parts of the world. In Mexico and the USA, it's considered offensive to not leave a tip if the service is deserving. Gratuities are a very personal matter. For your guidance, most guests leave between US\$250 to \$350. Whatever you leave will be most appreciated by the crew.

On a personal note, I am always appreciative of any comments or feedback about your experience onboard or things that we can improve on. Comments can be made in confidence from any personal device on the ship's Wi-Fi at <http://NautilusExperience/nautilus> or if you prefer, [mikelever@nautilusdive.com](mailto:mikelever@nautilusdive.com).

Thank you very much for trusting us with your dive vacation!

Sincerely,

A handwritten signature in black ink that reads "Mike Lever." The signature is written in a cursive, flowing style.

**Captain Mike**  
Founder  
*Nautilus Dive Adventures*



# Customs and Cameras

Unfortunately, we have received recent reports of isolated incidents where guests have been charged taxes for bringing their camera housings into Mexico. This is a transgression of your rights as an international passenger and a violation of both Mexican and international law. The company is investigating this, and in the meantime, we would like to provide you with this information to help improve your experience at Mexican customs.

As an international passenger, you are entitled to bring without paying taxes, two cameras or video recording devices, and their accessories. An underwater housing unit is a camera accessory which fits your camera and allows control and usage of the device while diving. As the housing can only be functional when used with your camera, it should be considered a part of your "two cameras with their accessories" luggage allowance.

## What should I do if the customs agents are trying to tax me for my housing?

1. Do not worry about your camera housing if you have not been approached by a customs agent or officer about it.
2. Bring documentation for the camera and housing. (examples: manuals, receipts, technical information, etc.)
3. You are entitled to ask for information and for a transcription of your rights as an international passenger.
4. If you encounter a customs officer who does not consider your camera housing an accessory, remain calm and try to explain to the customs officer that your camera housing is merely an accessory, and therefore tax free under Mexican Customs Law. Provide your devices' documentations and manuals.
5. Ask the custom agent or officer to please provide written explanation of the classification method used to classify your housing as something different than your camera's accessory.
6. If you are not successful, you may ask to please speak to a supervisor.
7. If you feel your rights are being violated, you are entitled to file a complaint against the officer on site, just ask to be referred to someone within the Public Function Office (Secretaría de la Función Pública). We strongly recommend you remain calm and speak to Mexican authorities with respect.
8. If your attempts have been unsuccessful and you are asked to pay taxes, ask the officer in charge to please print a detailed account of the taxes you will be paying and the classification method they used to classify the goods that are being taxed.
9. Pay under protest - when paying, ask the cashier and customs officer to acknowledge in writing that you have paid under protest.
10. Contact guest services, we will do our best to assist you and try to resolve the inconvenience.

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**Please follow [this link to print our Spanish document to present to the Customs Officials](#) - for use ONLY in the event of issues pertaining to your camera housing at Mexico Customs. Please note that the letter is specific to camera housings and will not be relevant to any other items brought through customs.**

We hope the provided information helps you in your upcoming trip. Please feel free to contact us for additional information. Safe travels.

## Other Nautilus Destinations

### Socorro Giant Mantas

The Friendliest Giant Mantas in the World.  
Dolphins, Ten Species of Sharks & Humpback Whales.

[Find More](#)

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### Sea of Cortez The World's Aquarium

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