



# THE BLUE CARD

## USER GUIDELINE

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## 1. What is the Blue Card and which benefits does it offer?

The Blue Card is a member card, which entitles you to receive discounts upon repetitive visits and allows you to collect bubbles (points) each time you use one of our services. Collecting bubbles entitles you to receive special prizes in terms of services and merchandising items.

## 2. How do I apply for the Blue Card online?

- 👤 Go to [www.dive-ocean.com](http://www.dive-ocean.com)
- 👤 Enter the submenu Blue Card > Sign Up
- 👤 The sign up page pops up (you need to temporarily allow pop ups on your computer)
- 👤 Complete the requested personal data
- 👤 Verify and confirm your entered personal data
- 👤 By default a username (name.surname) and a password for first access (date of birth) are generated in the following format:  
Username: joe.diver  
Password: 01/01/1975
- 👤 Print the temporary card that appears on the screen and present it at the diving center upon check in
- 👤 You have the possibility to go immediately to Login (lower left corner) and may also immediately change your default password (highly recommended)

## 3. How do I apply for the Blue Card on site?

As a certified diver or student who has participated in a diver's education program (excluding Discover Scuba Diving or Bubblemaker) you are automatically entitled for your personal Blue Card. Upon check out at the diving center you will receive the Blue Card already charged with the Bubbles you have earned during your stay.

## 4. What do I have to do to earn bubbles?

You automatically earn bubbles when using our services, purchasing any item from our boutique and making a reservation online through our website. Further you get a onetime bubbles bonus for signing up online for the Blue Card.



Please see the below chart for information:

EARN BUBBLES FOR	QTY
Each US\$ spent	1
Online sign up for the Blue Card (one time only)	10
Online booking through Dive Ocean website	20

Upon check out in the diving center the amount of bubbles you have earned will be credited to your Blue Card.

## 5. When do I get discounts?

By owning the Blue Card you are automatically entitled for discounts upon repetitive visits:

Discount	Amount*
Second visit	5%
Third visit	10%
Fourth and every following visit	15%
<b>* Discounts are granted on the total bill excluding insurance fee and course materials (certification fee, diploma, logbook, manual)</b>	

## 6. When do I present my Blue Card upon a repetitive visit?

Please handover your Blue Card upon check in to the dive staff. We will keep the card throughout your visit and hand it back, charged with the bubbles you have earned, upon check out.

## 7. What happens if I have forgotten my Blue Card at home?

If you are owner of a Blue Card but have forgotten your card at home, please inform the dive staff. By searching your full name in our database we are able to retrieve your card number and you are still able to enjoy the benefits of your Blue Card.

## 8. What happens if my Blue Card gets lost?

In case of loss please inform the dive staff upon your next check in. We will hand out a replacement card which contains all information you have provided us as well as all bubbles collected.



## 9. What are the conditions to redeem bubbles?

- You may redeem bubbles once you have collected a sufficient amount to purchase a service or merchandising item.
- Bubbles earned during a stay with a Dive Ocean diving center may be redeemed upon the following check in.
- Bubbles are valid per Blue Card. It is not possible to combine collected bubbles of several Blue Cards in order to redeem them for prices.
- You may not redeem bubbles for services booked through a tour operator.
- The Bubbles you have earned do not expire.
- You may redeem bubbles for services and items as per the following list:

BUBBLES*	PRIZE
500	1 boat trip
600	1 boat trip (2 tank) - Only available in Dive Ocean Dhuni Kolhu
2400	5 boat trips
1900	1 single dive
3000	2 single dives
2000	1 night dive
700	T-Shirt
850	Polo Shirt
350	Logbook
800	Dive Ocean Pen
1000	Dive Ocean backpack
* Earned bubbles may be redeemed upon the following check in.	

## 10. What information can I retrieve from my online user account?

You have the possibility to recall the following information from your online account:

- Personal Information: All personal information you have given us (such as name, address and contact information) and your current balance of collected bubbles.
- Statement: An overview of how many bubbles have been charged and discharged to and from your card.
- Transactions: A detailed overview of all operations done related to your Blue Card. The information may be filtered by Diving center, type of transactions or time frame.