DWM Newsletter Summer 2024 EXCITING NEW CHANGES II

EXCITING NEW CHANGES IN OUR RESERVATION SYSTEM

Hello and sending our best wishes to our friends and family at Dive with Martin.

As we make our way through the summer of 2024, we hope this finds you enjoying it as much as we are. With the writing of each DWM newsletter, we feel close to all of you and thank you for your loyalty to our family business. You've been by our side over the years and helped us overcome obstacles that tested us to the core. Because of your friendship and loyalty, we continue to serve you with passion!

We are proud of our areas of expertise, including our excellent diving services; our amazing team of divermasters, instructors, sailors and boat captains; our care for the marine ecosystem and safety of our divers, and the fleet of boats and equipment that we maintain meticulously so that you can enjoy your time in the seas of Cozumel. Although these things are the most important aspects of our business, we can't forget all that goes on behind the scenes to make the business run smoothly.

There is the "bodega" or storage, where all of our equipment is located. We have our equipment team which is in charge of the daily cleaning, maintaining, and repairing gear to guarantee your safety and comfort.

Whether you have dived with us for years, or you are new to our dive family, there is a good chance that your first encounter with us was through the Internet. Today's information highway moves through Facebook, Instagram, TikTok and our updated website. That's why our team of media, publications and marketing people are so important. They keep all of you informed of things happening and keep us all connected as one big happy dive family.

Probably the most important aspect of our business is the office and the amazing staff who keep all the gears running smoothly. They orchestrate this swarm of activity, from the first email or information request, until your experience with us ends and you return home happy, safe and relaxed. That said, today we will be sharing a new feature of our reservation system. We hope you review it and use it in the future for easier reservations. With this new online tool, we are trying to minimize possible reservations mistakes, and when you arrive on the Island everything will be all ready for you. You'll just need to check in via phone or Whatsapp upon arrival. You'll be all set to go diving on your first day and fully enjoy the beautiful sea that we are lucky enough to have in Cozumel.

This new DWM reservation system has been in the works for a while. We just got the green light to start using it a few weeks ago. If you go to our <u>website</u>, you're just one click away from making your experience a reality. As always, we welcome your questions or feedback. Please contact us at info@divewithmartin.com.

To make a reservation in our new reservation system, follow these detailed steps:

1. **Enter the website**:

- Open your browser and type http://www.divewithmartin.com. This will take you to our homepage, where you can find all the information about our services and offers.

2. **Look for the "BOOK NOW!!" button ***.

- On the HomePage or in the Diving or Academy sections, look for the "Book now!!" button. This button will take you directly to our booking system, where you can start the process.

3. **Choose the service**:

- Explore the different services we offer, such as dives, diving courses and excursions. Click on the specific service you want to book for more details.



Tip: Normal single or multi-day dive packages must be booked directly with the shop by emailing or calling. Only Semi-private dive packages can be booked online at this time.

4. **Read the description and details**:

- Make sure to read the description of the selected service. Here you will find important information about what it includes, the duration, prerequisites and any other important information you should know.

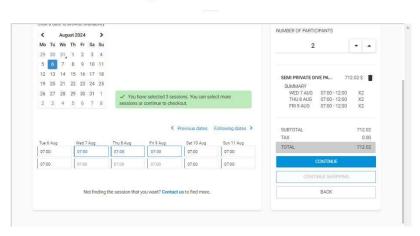
5. **Choose the number of participants**:

- Indicate how many people will participate in the exact same package. It is important to specify the number of participants correctly to ensure availability and the necessary equipment.

6. **Check availability**:

- Select the dates and times

Book your Adventure Here



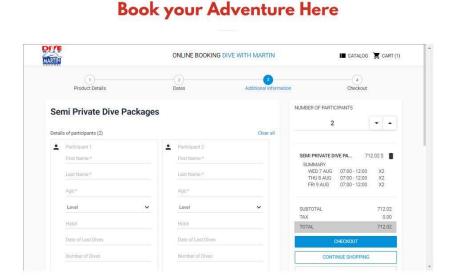
you are interested in. The system will display availability in real-time, allowing you to choose the options that best suit your schedule.

7. **Enter participant data**:

- Provide the required information for each participant, such as full name, age, level of diving experience, and any special requirements. This helps us to prepare properly for your arrival.

8. **Add more activities or checkout**:

- If you want to book more than one package (for instance, if different people in your group are diving a different number of days) or add other types of activities, click "continue shopping" after completing the first package. Otherwise, select "checkout" to proceed with checkout.



9. **Enter payment details**:

- Fill out the form with your payment details. Be sure to review all the details before confirming the purchase to avoid mistakes.

10. **Wait for confirmation**:

- Once the process is complete, you will receive an email confirmation from Dive with Martin. This email will include all the details of your booking, as well as any other information relevant to your experience.

Ready! Now all you have to do is wait for the day of your booking and enjoy an incredible diving experience with us.

Please pass this information on to your family and friends, so that little by little the Dive with Martin family will continue to improve and grow.