FOR DIVE CENTRES

DEKKO, feature by feature

Everything the system does for a dive centre: the diver’s journey and the centre’s.

Up and running in 48 hours | No set-up fee | No lock-in | €299/month + VAT

The terms, up front · November 2026

WHERE IT STARTS

It’s eleven at night. Someone wants to dive on Saturday and there’s nobody at the centre.

The assistant answers.
DEKKO runs the boat, the records and the paperwork.

THE JOURNEY

One journey, two sides

THE DIVER

1. Asks
2. Books
3. Pays
4. App with your logo
5. Documents

THE CENTRE

6. Conversations
7. Trips and spots
8. Validate and board
9. Payments
10. Sell more

Every screen in this document comes from the real system at Faro, our example centre. The divers are made up; the screens are not.

THE VIDEO

All of this on video: in full or chapter by chapter

The full video runs for 8 minutes. Each chapter can be watched on its own: click the one you want.

Open the folder with all the videos

00	Introduction	0:39
01	24/7 receptionist	0:47
02	Booking and payment	0:59
03	The app with your logo	0:41
04	Record and documents	0:43
05	Conversations	0:38
06	Trips and spots	0:40
07	Validating documents and boarding	0:36
08	Payments, dive packs and front desk	0:31
09	Selling more	0:35
10	Team and access	0:21
11	Seven questions to compare	0:54
12	Getting started and price	0:46

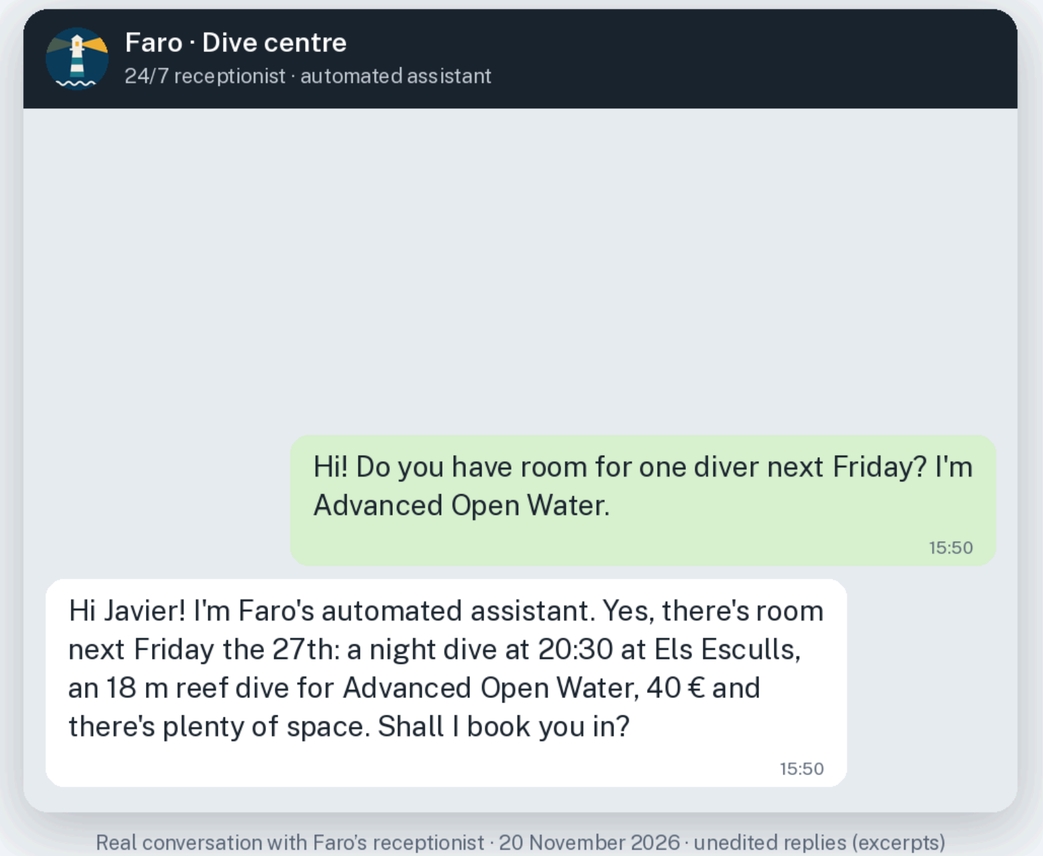
CHAPTER 01 · THE DIVER

24/7 receptionist

An automated assistant answers WhatsApp on the centre's behalf, at any hour and with its real data.

- Replies with the centre's trips, prices and times.
- Knows how many spots are left and what level each trip needs.
- Always introduces itself as an automated assistant.
- Handles the everyday questions: what time to be there, whether gear can be rented.
- Takes the diver all the way to the booking.

Watch this chapter on video (0:47)



Real conversation with Faro's receptionist · 20 November 2026 · unedited replies (excerpts)

CHAPTER 01 · THE DIVER

In their language, and nothing made up

Write to it in Spanish or German and it answers in Spanish or German. And when it doesn’t know something, it says so.

- Replies in the language it is written to.
- It doesn’t make up what it doesn’t know: it offers to pass the question to the team.
- The team is notified and replies in the same chat.



Real conversation with Faro’s receptionist · 20 November 2026 · unedited replies (excerpts)

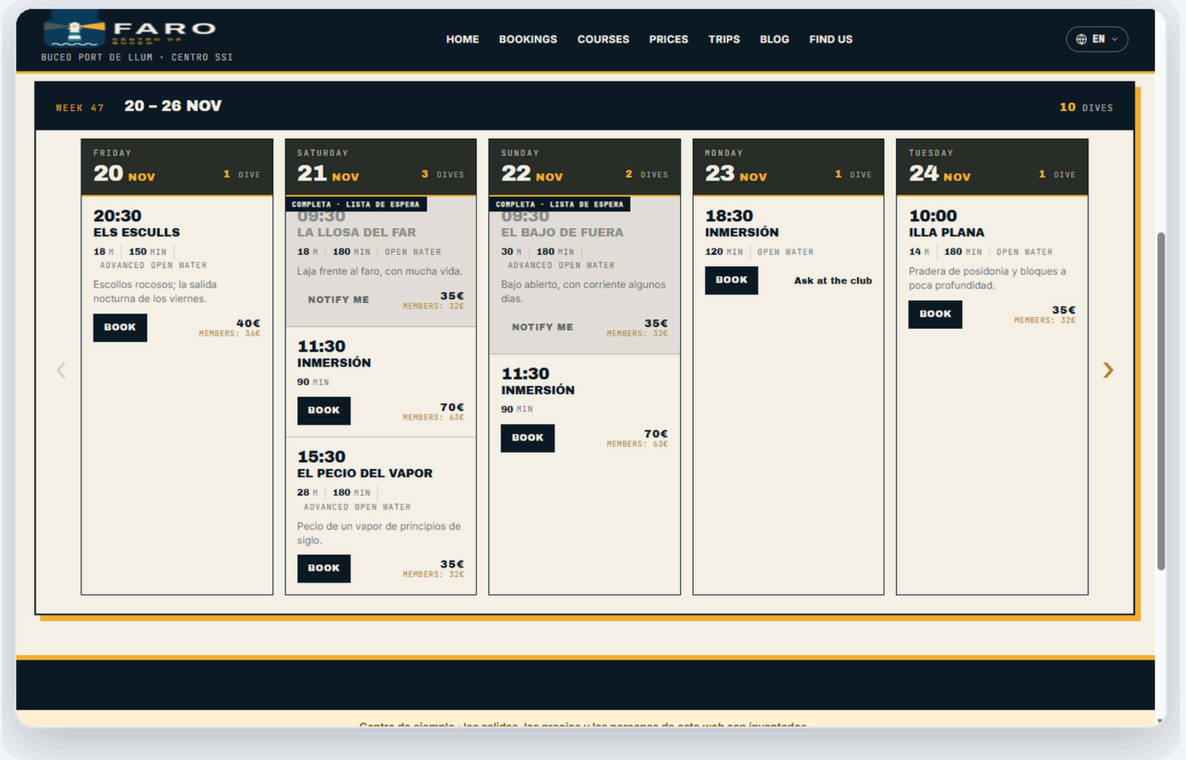
CHAPTER 02 · THE DIVER

Booking: three doors, one calendar

Divers book through the chat, the app or the centre's website, which is also part of the system.

- Every trip with its time, depth, minimum level and price.
- A waiting list when it fills up, with an automatic notice if a spot opens.
- From the email, the system knows whether they're a customer or new.
- Sign-up in four details: first name, surname, phone and email.
- Email confirmation with the time to be at the centre.

Watch this chapter on video (0:59)

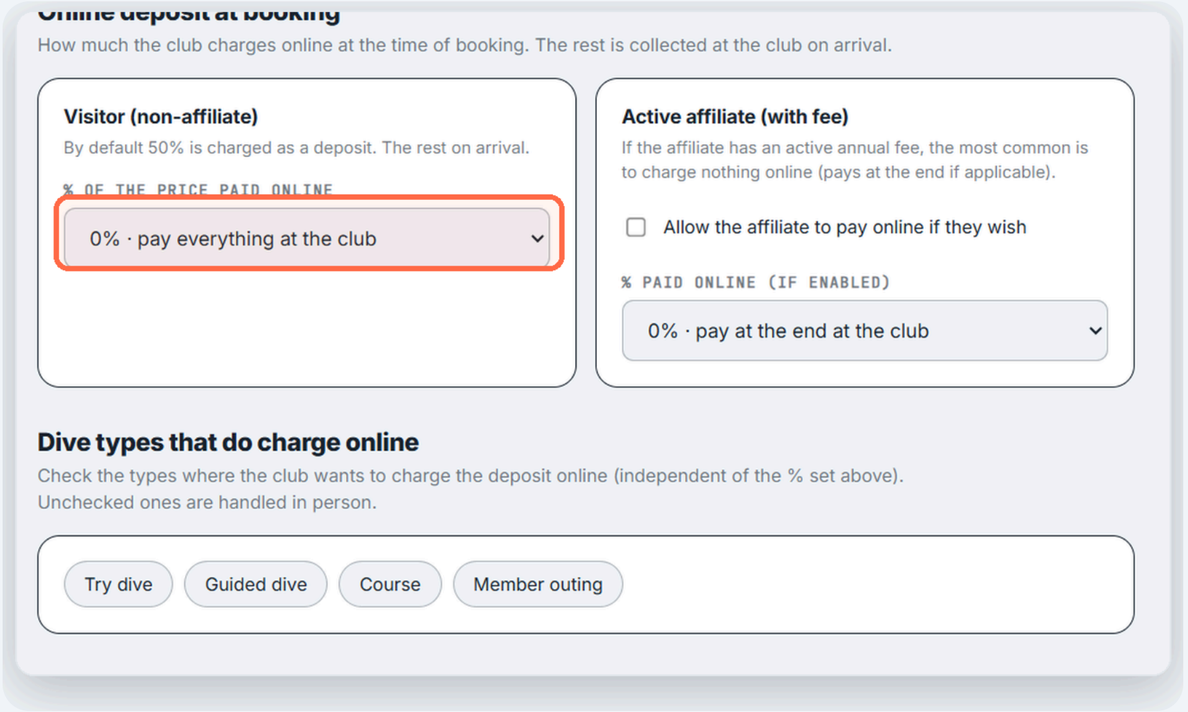


CHAPTER 02 · THE DIVER

You decide the payment, and it goes to your account

Activity by activity, you choose how much is charged at booking. The rest is paid at the centre.

- Nothing up front, a deposit or the full amount.
- Different for members and for visitors.
- Before paying, the diver sees what they pay now and what at the centre.
- Online payments go straight into the centre's Stripe account: they never pass through DEKKO.
- DEKKO charges no commission per booking. The only fee is Stripe's, your payment gateway.



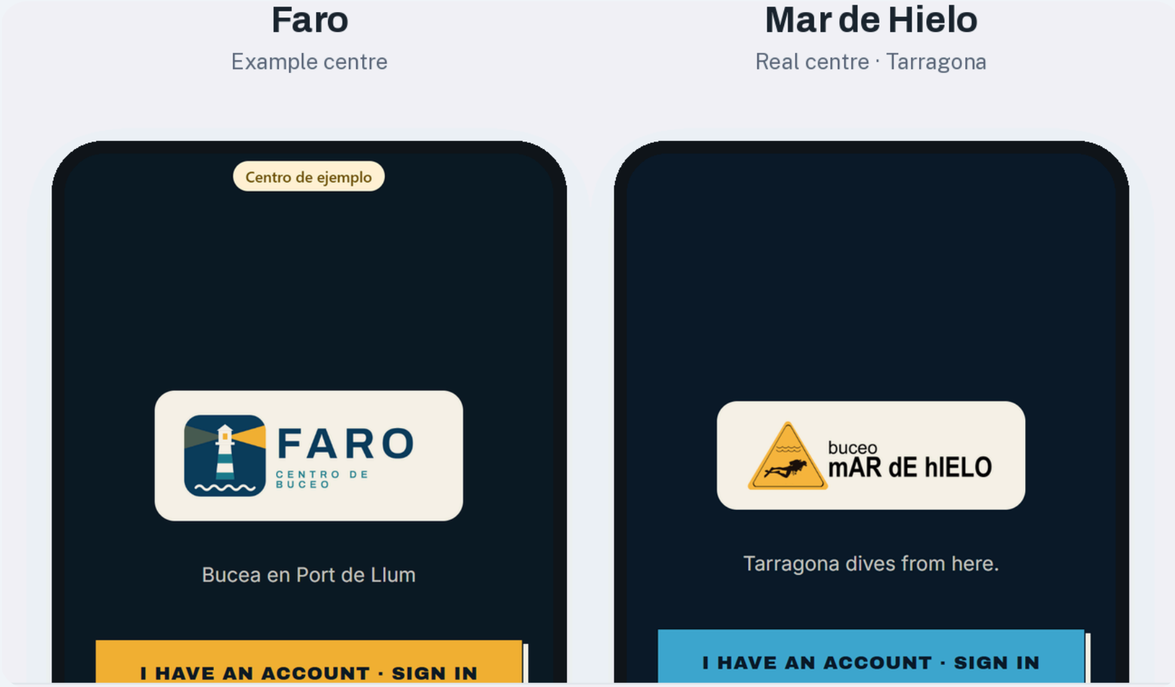
CHAPTER 03 · THE DIVER

The app with your logo

The diver doesn’t install a supplier’s app: they install their own centre’s. The same app, carrying each centre’s brand.

- Your logo, your name and your colours.
- Installs from the browser, with no app stores.
- Next dive, balance and the trips that match their level.
- Books in two taps; a dive pack or membership is deducted automatically.
- Waiting list with their position in view.
- In ten languages: each diver sees it in their phone’s language.

Watch this chapter on video (0:41)



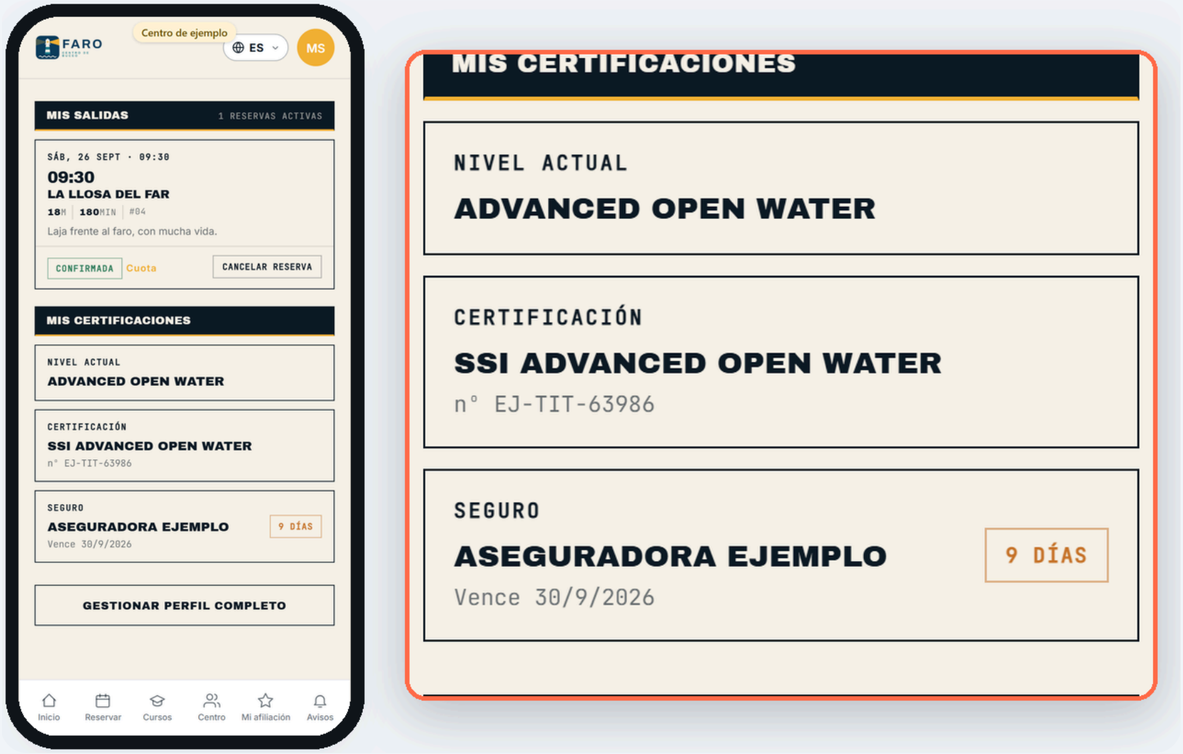
CHAPTER 04 · THE DIVER

Record and documents

Certification, insurance and signatures: the diver uploads them from the app before arriving.

- Certification and insurance, with a photo and an expiry date.
- One-day insurance for a trip, arranged by the centre.
- The app flags what's missing and what's about to expire.
- One record per diver: details, certification, insurance, bookings, dive packs and documents.
- Uploaded doesn't mean validated: someone at the centre checks it.

Watch this chapter on video (0:43)



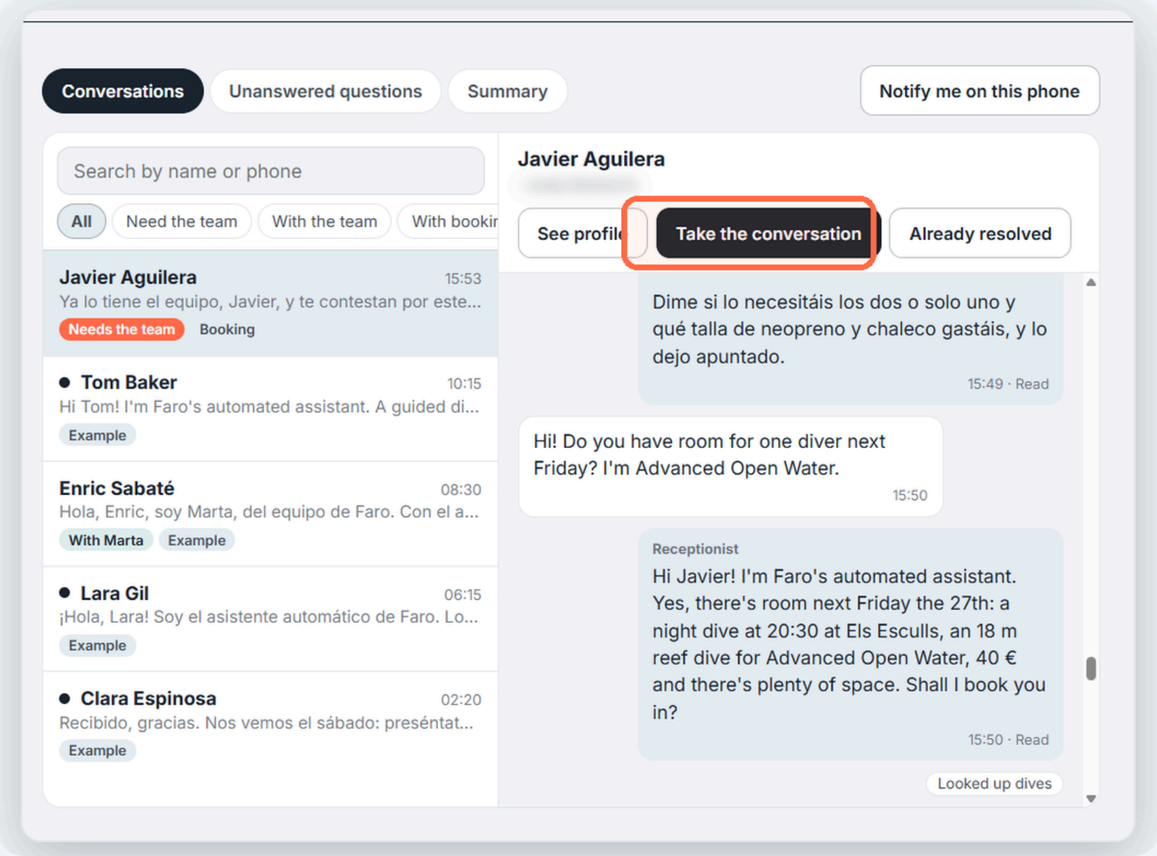
CHAPTER 05 · THE CENTRE

Conversations

Everything the receptionist says is visible to the team, and a person steps in whenever they want.

- “Today” screen: bookings, free spots, profiles to validate and insurance about to expire.
- Every conversation can be read in full.
- “Take the conversation”: the team writes in the same chat and the assistant goes quiet.
- A phone notification when a conversation needs a person.
- Unanswered questions: answer them once and the receptionist learns them.
- A summary by email every Monday.

Watch this chapter on video (0:38)



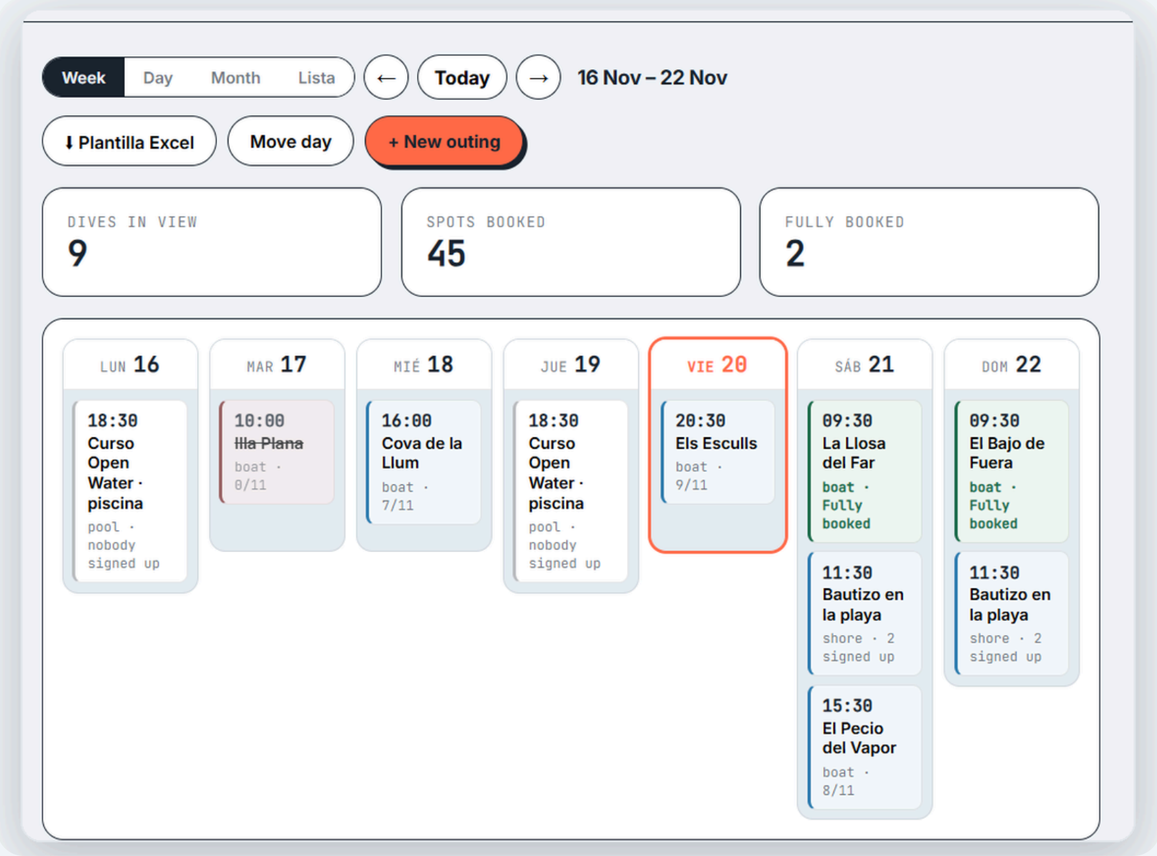
CHAPTER 06 · THE CENTRE

Trips and spots

The whole week at a glance: boat, shore, try dives and courses, with their spots.

- Create a trip: date, time, dive site, minimum level and instructors.
- Capacity sets aside the crew's spots: 12 on the boat, 2 for the crew, 10 to sell.
- On each trip: who's going, whether they've paid and whether they rent gear.
- A diver can book for their own group, who are notified by email.
- Move a booking to another trip without losing what was paid, or keep it as credit.

Watch this chapter on video (0:40)

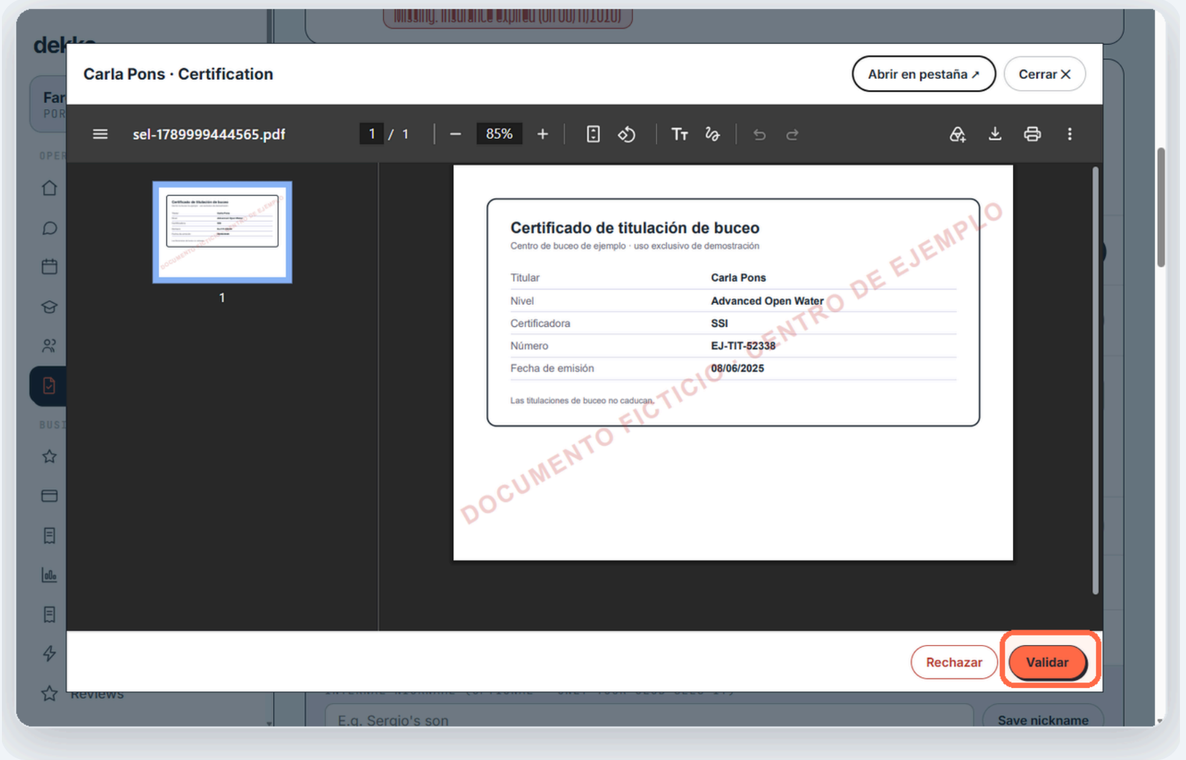


Validating documents and boarding

The centre checks what each diver uploads. And without documents, the trip can’t be closed.

- One inbox with everything pending and what each diver is missing.
- Certification and insurance, with the document and dates, to validate or reject.
- The diver sees the result straight away in their app.
- The system won’t let you close a trip with documents missing: it tells you who and what.
- Once the trip is closed the list doesn’t change: whoever is on the list goes on board.

Watch this chapter on video (0:36)



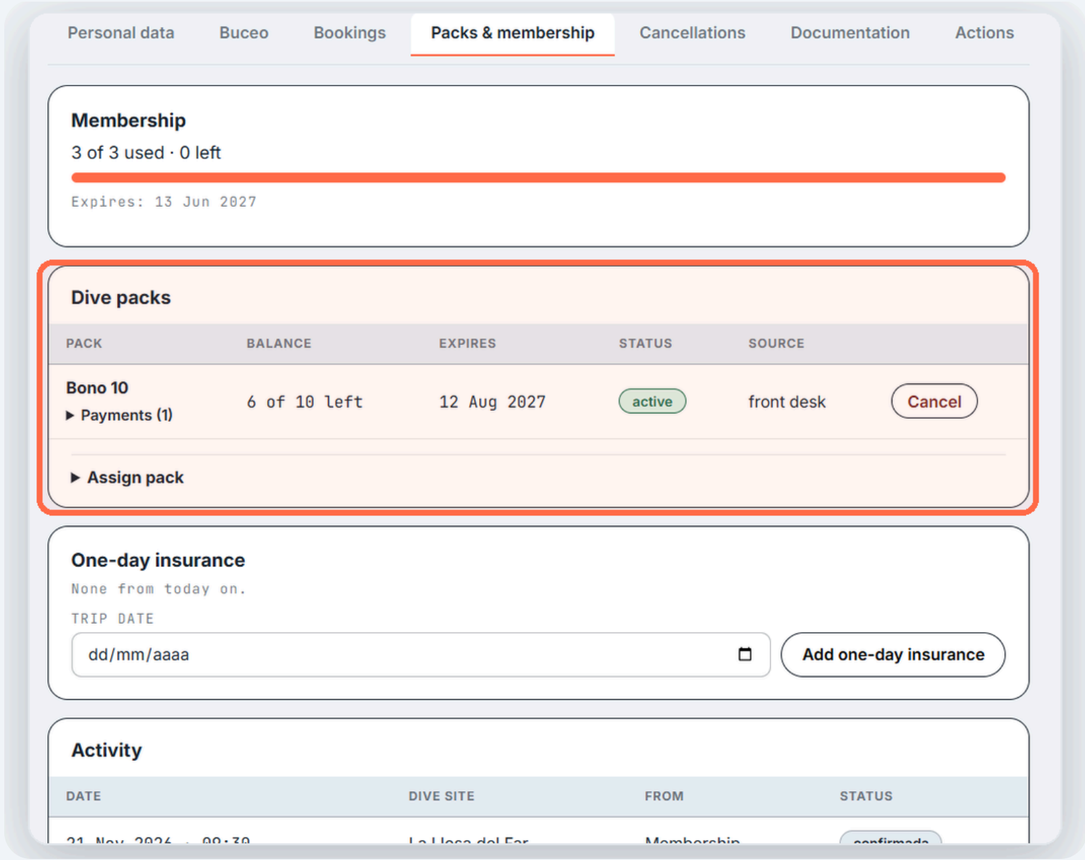
CHAPTER 08 · THE CENTRE

Payments, dive packs and front desk

Three ways of getting paid that work side by side: online, at the front desk and in advance.

- Dive packs and membership: a balance of dives deducted automatically with each booking.
- Membership programme, showing how much each member has used.
- Courses, with their own list and the status of every payment.
- Credit in euros when a trip is cancelled or moved.
- The money goes into the centre’s account: DEKKO keeps no percentage.

Watch this chapter on video (0:31)



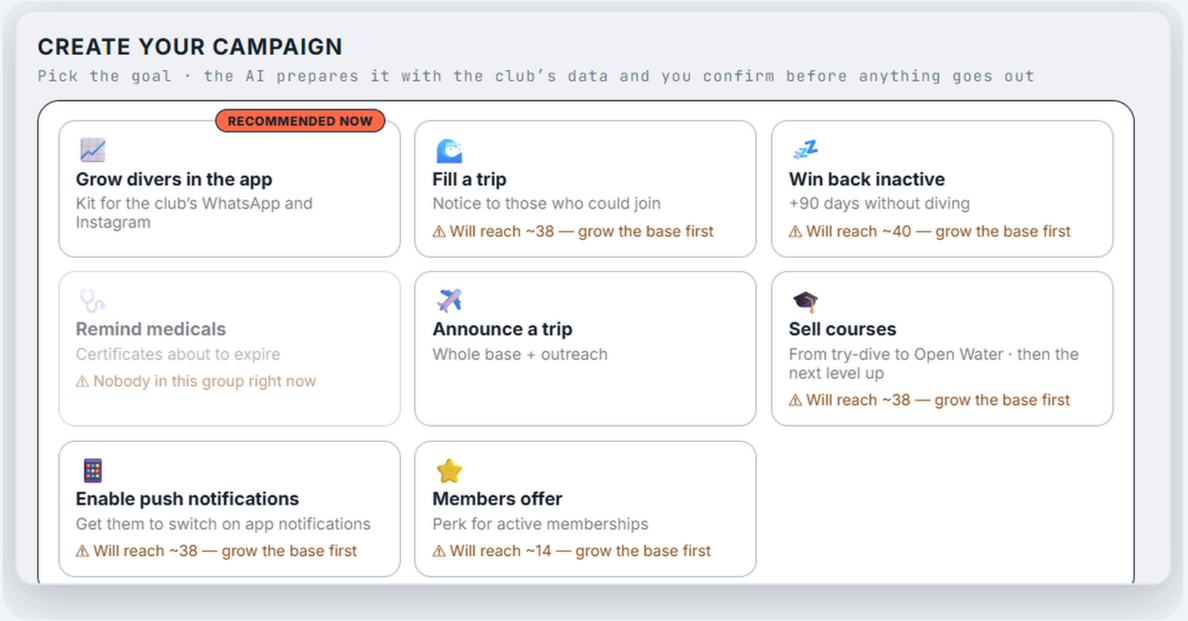
CHAPTER 09 · THE CENTRE

Selling more

With operations in order, it’s time to fill the spots that are left.

- Pick a goal: fill a trip, win back someone who hasn’t dived for months, sell courses.
- The system prepares the campaign from your data: messages for WhatsApp and Instagram.
- A link counts the bookings each campaign brings in.
- Nothing goes out until you confirm it.
- After each trip it asks for a rating: 4 and 5 stars are invited to Google.
- Analytics: the real occupancy of your trips.

Watch this chapter on video (0:35)



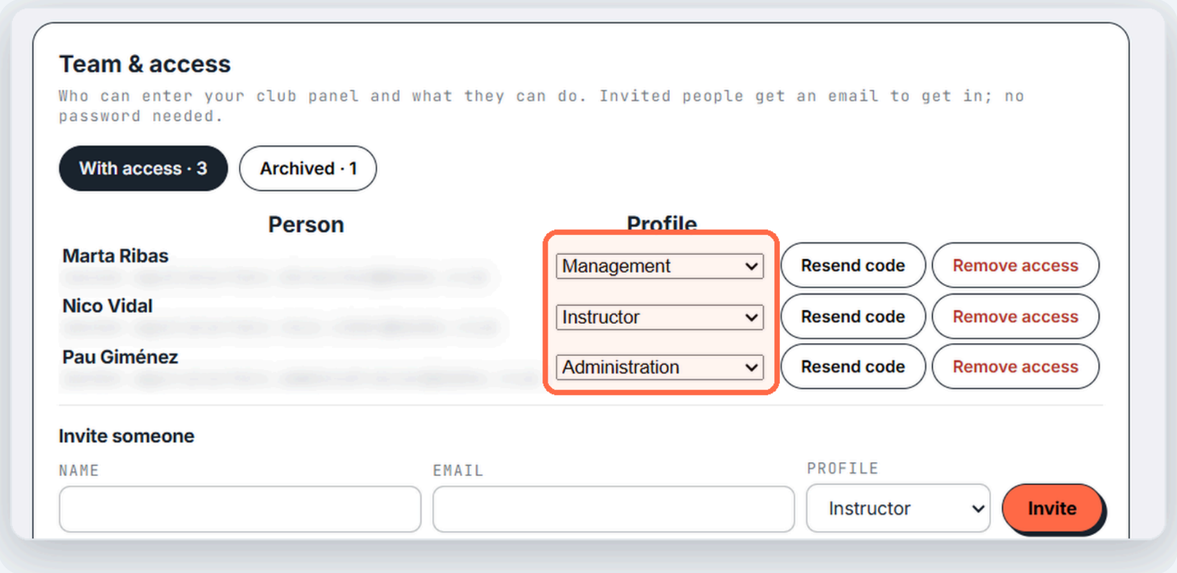
CHAPTER 10 · THE CENTRE

Team and access

Each person on the team signs in with their email and sees what they need.

- Sign-in with email, no password.
- Three profiles: management, administration and instructor.
- The dashboard in ten languages.
- The website is translated into the languages you switch on.
- Your brand, colours and logo, changed in one place for the website and the app.

Watch this chapter on video (0:21)



Seven questions for comparing any system

	The question	With DEKKO
1	Does the app carry your logo or the system’s?	Yours.
2	Who answers at night, and in what language?	The receptionist, in the customer’s.
3	Do documents arrive validated before the boat leaves?	Yes: no documents, no closing the trip.
4	In whose name are the domain, data and payments?	Yours. If you leave, they go with you.
5	What does it cost with set-up, commissions and extras?	€299/month + VAT, no DEKKO commission.
6	Is there a lock-in?	None.
7	Who sets it up, and how long does it take?	We do, in 48 hours.

There’s only one price

DEKKO, ALL INCLUDED

€299

a month, plus VAT

- The first month is free
- No set-up fee
- No lock-in
- 0% DEKKO commission per booking: only Stripe’s fee, your payment gateway
- We set it up for you in 48 hours: your website, your app, your trips and your prices

MAR DE HIELO · TARRAGONA

A centre that already works this way

+650

divers on record

+500

with the app installed

1 in 5

bookings arrive while the centre is closed

Source: Mar de Hielo (Tarragona). DEKKO public figures, November 2026.

THE NEXT STEP

We’ll show you in 30 minutes.

On a video call, with your trips and your prices.

Book yours at dekko.club