THE COMPLETE PLATFORM GUIDE

The Lujja guide

A full, step-by-step walkthrough of every part of Lujja, with pictures: for guests, companies and the platform admin, plus FAQs.

22 Modules **160** Steps **12** FAQ

Where are the five agents?

On Group trip in the main menu: Nakhoda on the start page; the referee, treasurer, sea oracle and coordinator on the group board after Start the list.

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Part 1

Getting started

What Lujja is, who uses it and how to find your way around.

Module 1 · For: Everyone

01

What is Lujja?

Lujja is one platform for every sea trip on Oman's coast: diving, snorkelling, first-time try-dives, whale and dolphin safaris, night trips, expeditions, turtle nesting and private boats, across the seven coastal governorates from Musandam to Dhofar. Book and pay safely, get a boarding pass, and follow your boat on the map on trip day.

Who uses Lujja?

1. Guests find, book, pay for and follow trips. A username and password account is enough, and you can also book without one.
2. Marine companies list their trips, take bookings and run passengers and boats from the captain's deck.
3. Captains pair the boat's phone so it sends its position during the trip.
4. The platform admin reviews companies, bookings, payments and settings.

Your first visit

1. A one-minute intro film plays once. Press Enter Lujja or Skip intro at any time, and Sound on for the music.
2. Watch it again from the Watch the intro link at the bottom of any page.

Tips

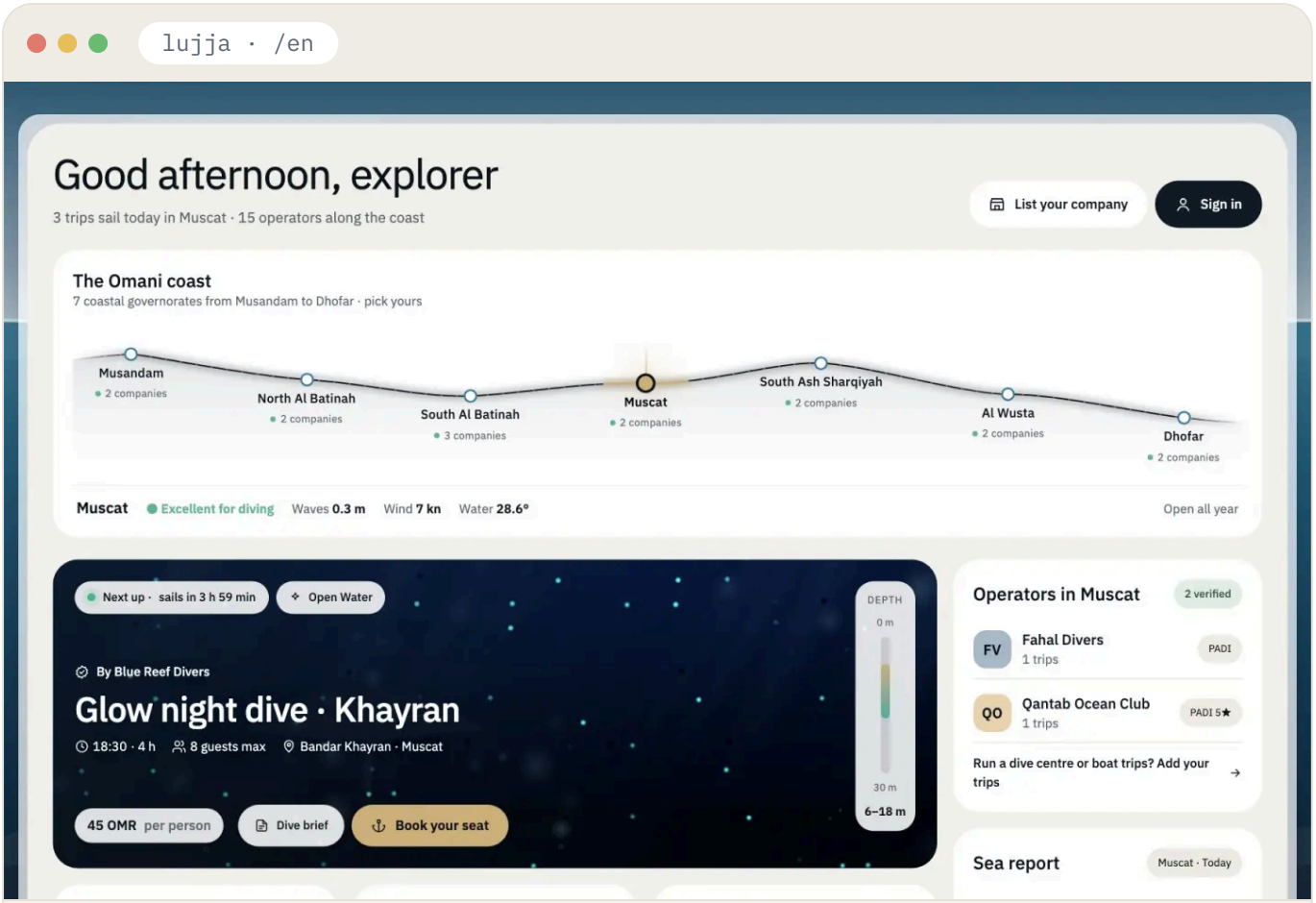
- Lujja works on phones and computers. On a phone choose Add to Home Screen in the browser menu to open it like an app.

Module 2 · For: Everyone

Getting around and the toolbar

02

Every page sits in the same frame, with the main menu and a fixed toolbar at the top.



Home: greeting and the coast

Main menu

1. Home: today's board. Trips: every trip. Sea & weather: weather and tides. Companies: the directory. Group trip: a voting list for your group with the agent crew.

The toolbar

1. Search box: click it or press ⌘K (Ctrl+K on Windows), type a trip, company, governorate or page, then Enter.
2. English / العربية: switches language on the same page.
3. Sun: light theme. Clock: auto, switching at sunrise and sunset in Muscat (the time shown is Muscat time). Moon: dark theme.

Tips

- "For companies" on the home page holds Company sign-in and Join as a company.

4. Bell: jumps to Smart alerts on the home page.
5. Book: opens this guide.
6. Four arrows: full screen; press again (or Esc) to exit. Hidden on iPhone Safari, which doesn't support it.

At the bottom of every page

1. Links: Policies, Cancellation, Privacy, Platform guide, Watch the intro, List your company, Operator sign-in.

Part 2

Guide for guests

From finding a trip to boarding the boat and coming home safe.

Module 3 · For: Guests

03

Create an account and sign in

An account keeps your trips, receipts and boarding passes, and opens live tracking on trip day. One sign-in for guests, companies and admins.



Sign-in and create account

Create a new account

1. Press Sign in on the home page, then the Create account tab.
2. Full name: as you want the company to see it.
3. Username: 3–30 English letters, digits, dots or dashes, like nabhan. You type this to sign in later.
4. Email: where booking confirmations and receipts go. Phone is optional.
5. Password: at least 10 characters, not your username. The eye icon shows or hides it; the bar rates it (too short, weak, good, strong).
6. Tick I agree to the booking terms and privacy policy, then Create my account.

Sign in

1. Sign in tab: type your username and password, then Sign in.
2. After signing in, the home-page button becomes My account.
3. Continue with Google works once it's switched on for the server (it needs a domain with HTTPS).

My account

1. New booking starts a booking from your account.
2. Upcoming and past trips: every booking with its status (confirmed, reserved, awaiting payment, cancelled…) and a button to open it.
3. Live tracking appears on trip day to follow the boat.
4. Profile: edit your name and phone, then Save. Change password: current then new; other devices are signed out.

Tips

- 5 wrong sign-ins lock the account for 15 minutes to protect you.
- If an admin gave you a temporary password, you'll be asked for a new one first.

FAQ

▼ Forgot your password?

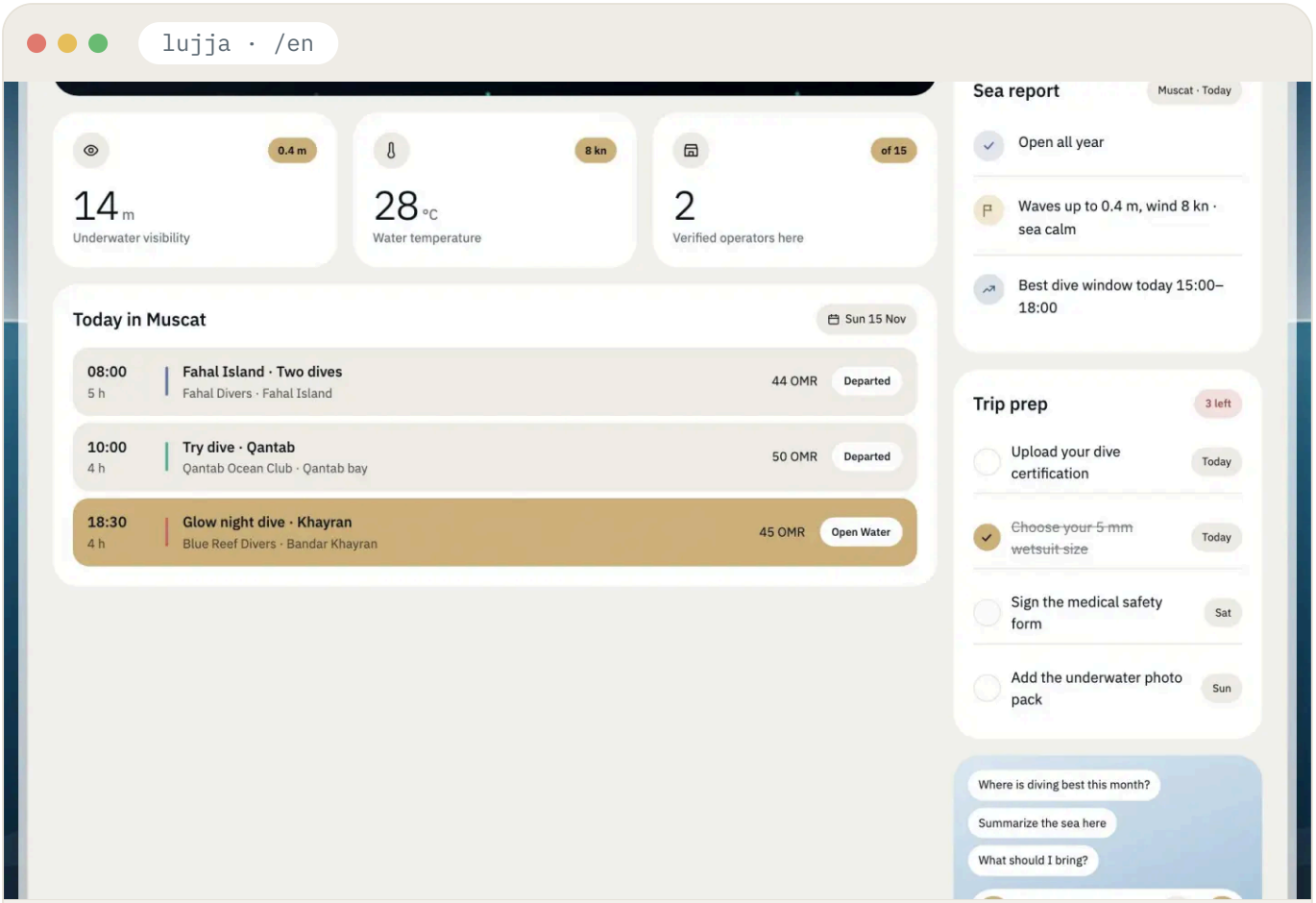
Ask the Lujja team to reset it; you'll get a temporary one to change at first sign-in. Once Google is enabled you can also use it with the same email.

Module 4 · For: Guests

Today's board (home page)

04

Everything for today on one screen.



Today's departures, prep list and figures

The coast

1. A ribbon of the seven governorates. Press one and the whole board switches to it: its trips, companies and sea.

Next departure

1. A large card over a live sea scene: trip, company, countdown to departure, depth, group size and Book your seat.
2. Figures: underwater visibility, water temperature and verified companies in the governorate.

The rest of the board

Tips

- At night the scene changes: glowing plankton on night dives.

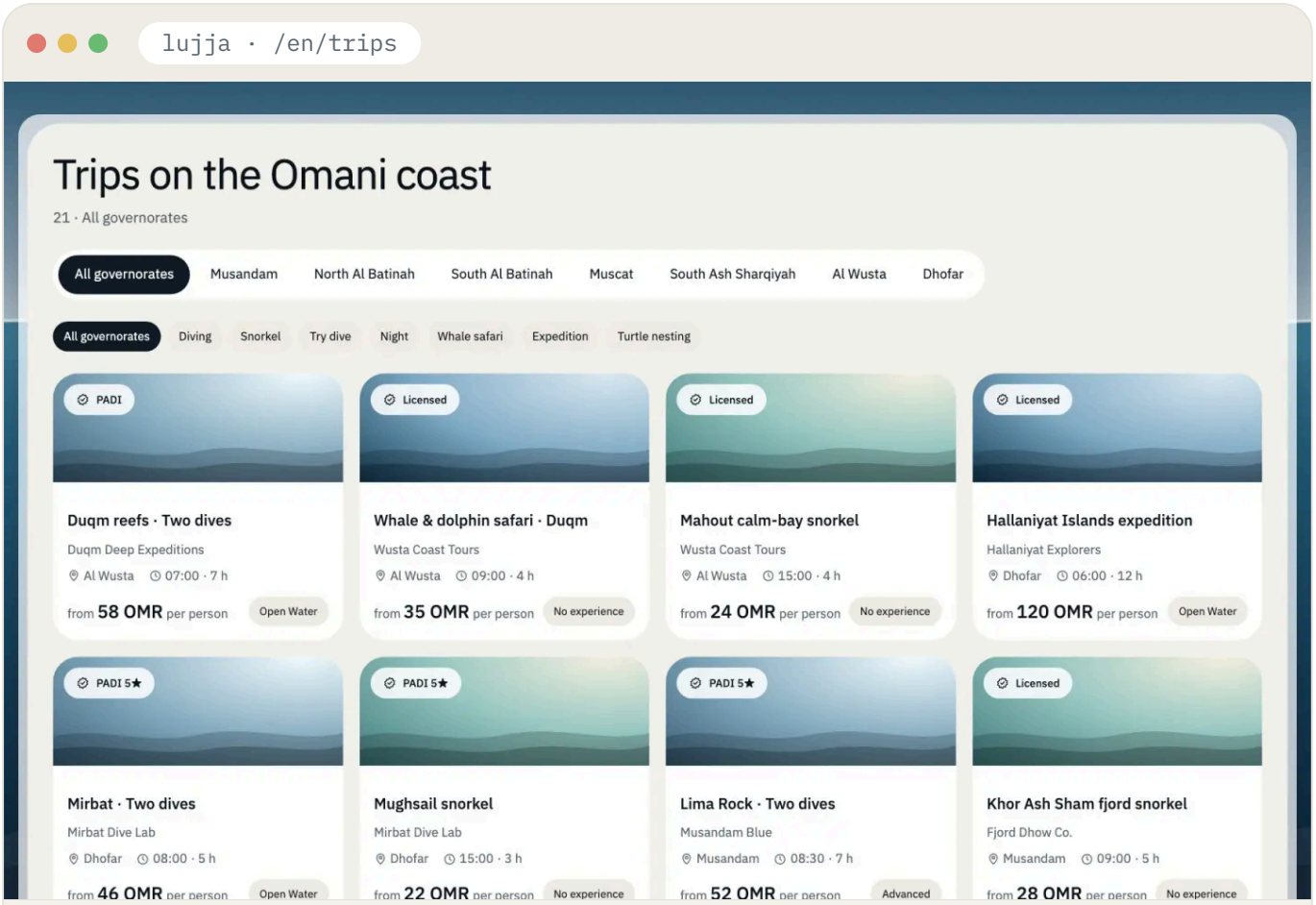
1. Today's departures with time, seats and price.
2. Trip prep: a checklist to tick off (certificate, wetsuit size, safety form...).
3. The Coral assistant: ready questions about the best place to dive, the sea, and what to bring.
4. Smart alerts: enter your email and pick whale shark spotted, price drop, seat opens on a full trip, calmer sea, then Turn on alerts.

Module 5 · For: Guests

Finding a trip

05

The Trips page lists every trip on the coast and filters them for you.



The trips page with filters

Filtering

1. First row: governorate (or All).
2. Second row: trip type: dive, snorkel, try-dive, night, whale safari, expedition, turtle nesting.
3. Combine them, e.g. Musandam + snorkel.

Reading a trip card

1. Badge: PADI 5★, PADI or licensed.
2. Name, company, governorate, departure time and length.
3. Price "from … per person" (or per boat on private trips) and level: no experience, open water, advanced.

Tips

- No experience means beginners are fine; Open water needs a basic dive licence.

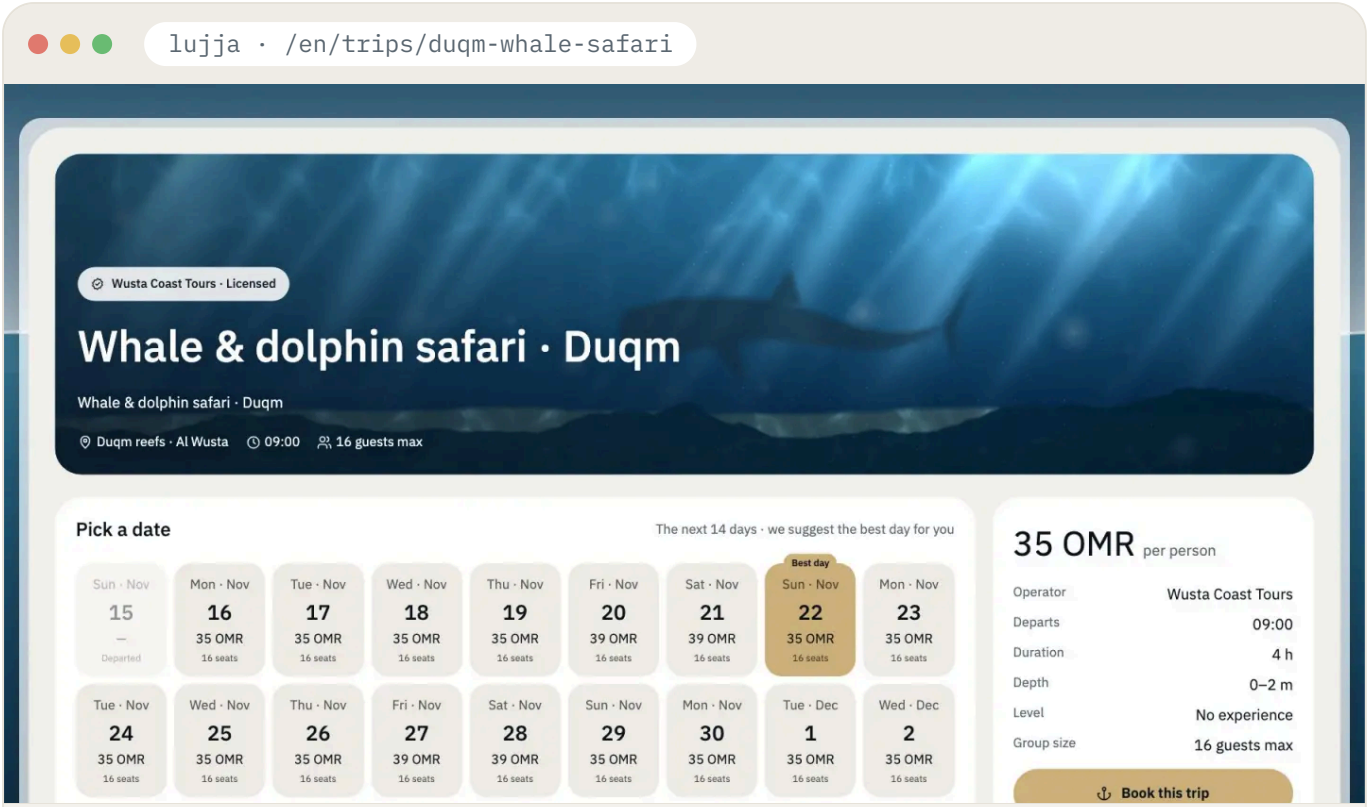
4 Press a card to open the trip page.

Module 6 · For: Guests

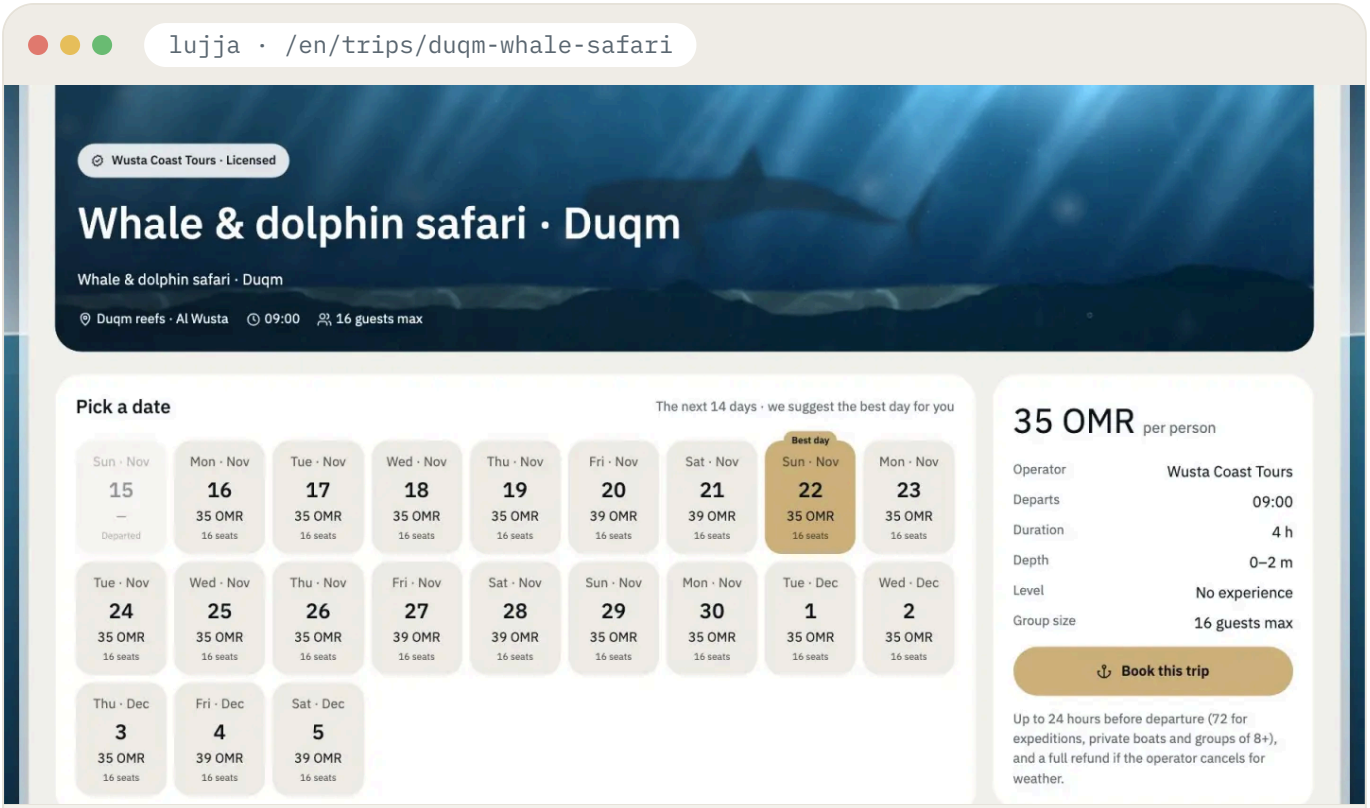
The trip page and smart calendar

06

Here you choose the day: the calendar shows each day's price, seats and sea, and suggests the best one.



Trip header



Smart calendar and summary

The facts

1. Company, departure, length, depth, level and maximum group size.

Smart calendar (14 days)

1. Each day: date, price, seats left and sea colour (calm, moderate, rough).
2. The Best badge marks the suggested day: open, with seats, cheaper and calmer.
3. Fridays and Saturdays carry the weekend price (4 OMR more per person).
4. Full days, sea-closed days and departed trips can't be picked.
5. Pick a day, then Book this trip.

Further down

1. Hourly wave chart, and verified reviews (safety, guides, boat, value) from guests who sailed.

Tips

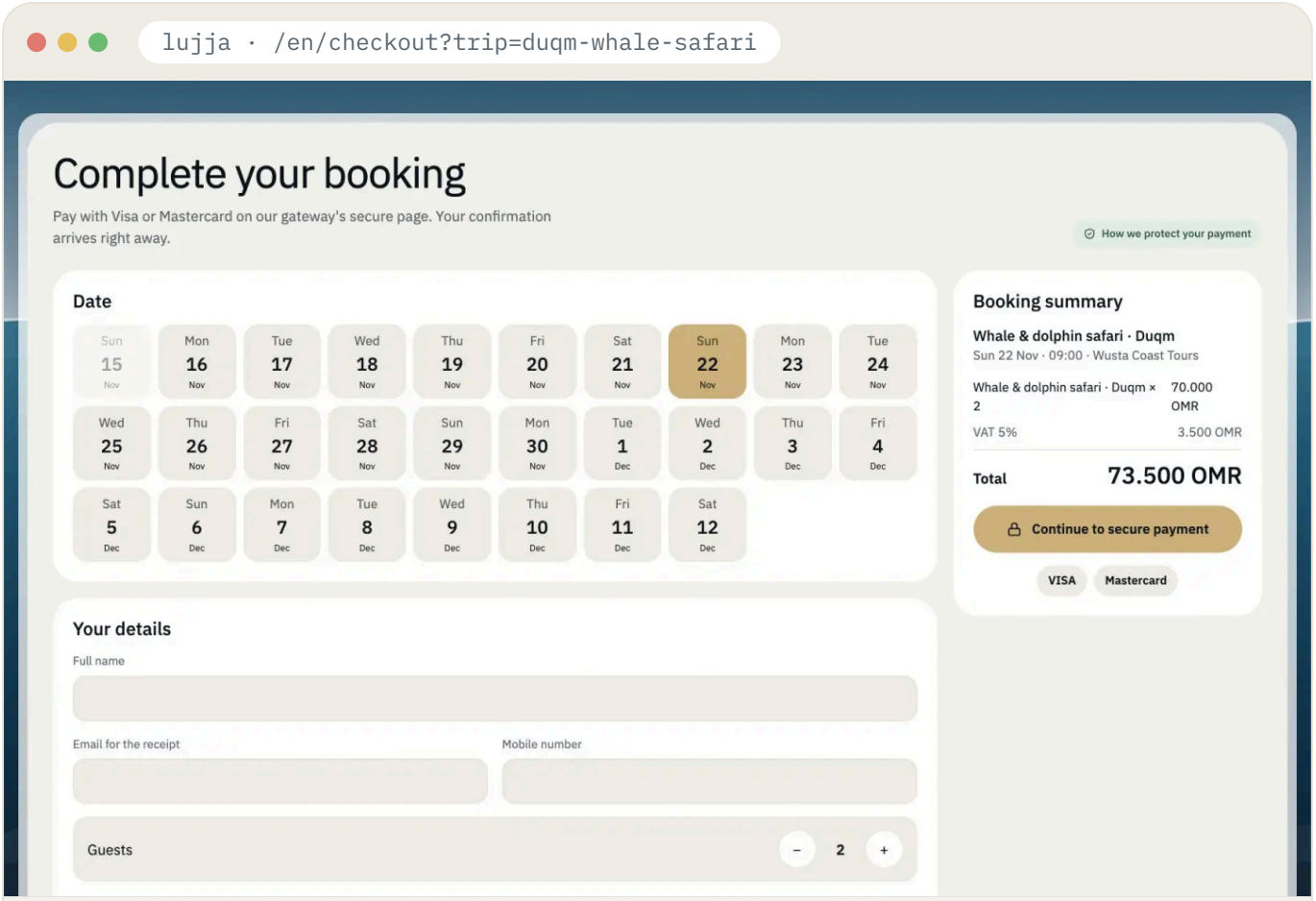
- Best price guarantee: found the same trip cheaper within 24 hours? Send it from your booking page; we refund the difference plus a 10 OMR voucher.

Module 7 · For: Guests

Booking and paying, step by step

07

The checkout page works out the price live with the same formula the server uses, so there are no surprises.



Checkout

1 · Trip and day

1. The date is pre-selected (best day or your choice); change it from the calendar.

2 · Your details

1. Full name, email for the receipt, phone.
2. Guests: up to the boat's capacity. 4+ get 5% off, 8+ get 10%.
3. Add-ons: gear, nitrox, underwater photos, pickup… (some are dive-only).

3 · How to pay

Tips

- Your card details never reach Lujja; you enter them on the gateway's own page.
- Seats are held while you pay and released if it isn't finished in minutes.
- Booking closes 2 hours before departure.

1. Pay now: Visa or Mastercard on the gateway's secure page (with your bank's 3-D Secure code). Confirmation is instant.
2. Reserve now, pay later: for trips more than 50 hours away. Your seat is held without payment; pay 48 hours before departure or it's released.
3. Other methods the admin enables, like bank transfer, may appear.

4 · Summary and confirm

1. Booking summary: subtotal, group discount, 5% VAT and total.
2. Press Continue to secure payment (or Reserve my seat to pay later).

FAQ

▼ "These seats were just booked"?

Someone got there first. Lower the number or pick another day.

▼ "The sea is closed that day"?

The platform closed the governorate automatically for a warning or high waves. Pick another day.

Module 8 · For: Guests

08

After booking: boarding pass and cancelling

Your booking page is your boarding pass. Open it from the confirmation email or My account.



A signed-in or booked page — the steps below cover it in full.

Boarding pass

1. Shows boat, date, boarding, departure, guests and a signed QR code.
2. Add it to your phone wallet: Apple, Google or HUAWEI Wallet (once wallets are connected).
3. At the pier, show the code to the crew; they scan it and you see "You boarded at ...".
4. Works offline: a screenshot of the code is enough.

Paying later

1. If you reserved, the booking page shows Pay now securely and Pay by ...

Cancelling and refunds

1. Press Cancel booking: you see Free cancellation until ... and how much you'd get back, before confirming.
2. Rule: 100% refund up to 24 hours before.
3. Expeditions, private boats and groups of 8+: 100% up to 72 hours, 50% up to 24 hours.
4. Cancelled by the company or the weather: always a full refund. Refunds start within 5 working days.

Tips

- The booking link carries a secret after the #, never sent to a server; don't share it publicly.

Module 9 · For: Guests and their families

Trip day: live boat tracking

09

The captain's phone sends the boat's position, so you and your family see it on a live map.

A signed-in or booked page — the steps below cover it in full.

Opening tracking

1. From My account press Live tracking, or open the tracking link the company sent.
2. Before sailing: "Tracking starts when the boat leaves the harbour".

What you see

1. Phase: heading to the site, at the site, returning, ended.
2. Speed (knots), heading, distance to site or harbour, ETA and last update.
3. If the signal drops at sea, the last known position is shown.
4. Share live location: copy the link and send it to family.

Tips

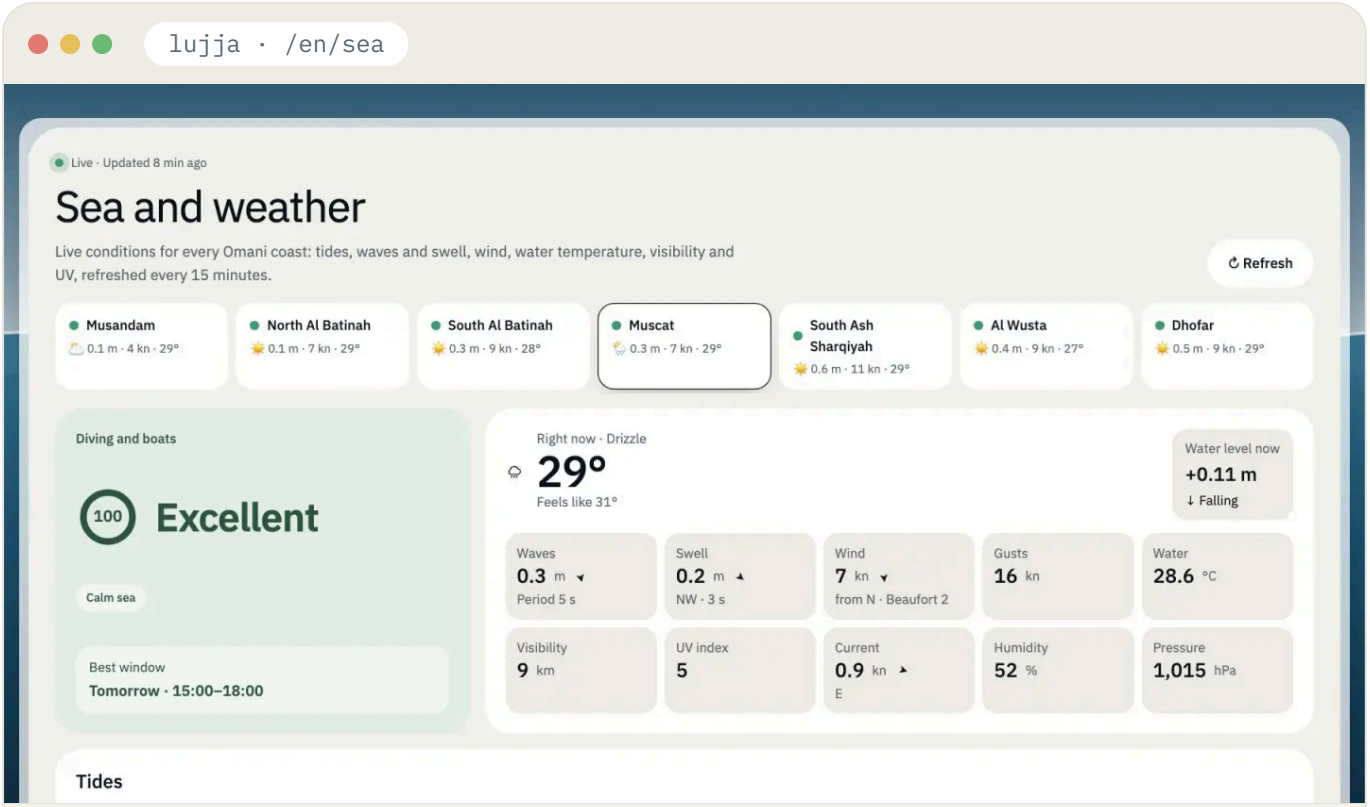
- At sea, the captain always has the final say.

Module 10 · For: Everyone

Sea and weather

10

Live conditions for the whole coast, refreshed every 15 minutes, so you know if it's a sea day.



Sea page



Wave and outlook charts

Reading the page

1. Pick the governorate at the top.
2. Sea score with a verdict (excellent → stay ashore) and the reasons (calm sea, strong wind, low visibility…).
3. The best time for diving and boats today.
4. Figures: waves, swell, wind and gusts, water and air temperature, visibility, UV, current.
5. Tides: water level now and the next high and low.
6. Next 48 hours, 7 days, sun and moon, and alerts.
7. Find trips in this governorate takes you to its trips.

Automatic closures

1. Every 10 minutes official warnings and wave forecasts are checked: governorates close or reopen by themselves, companies are told, and no booking is taken on a closed day.
2. During khareef (June–August) Dhofar's coast is closed to dive boats.

Tips

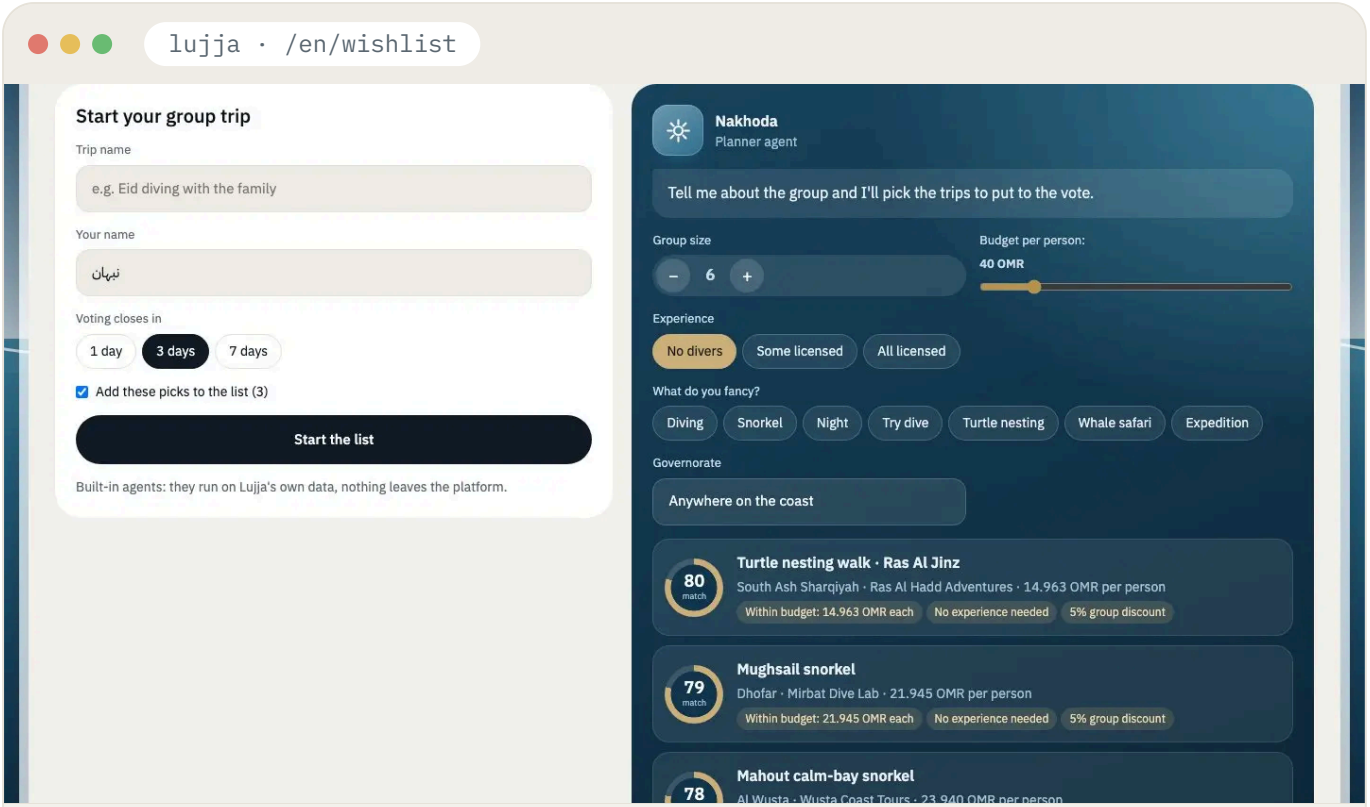
- For guidance only, not for navigation.

Module 11 · For: Guests and groups

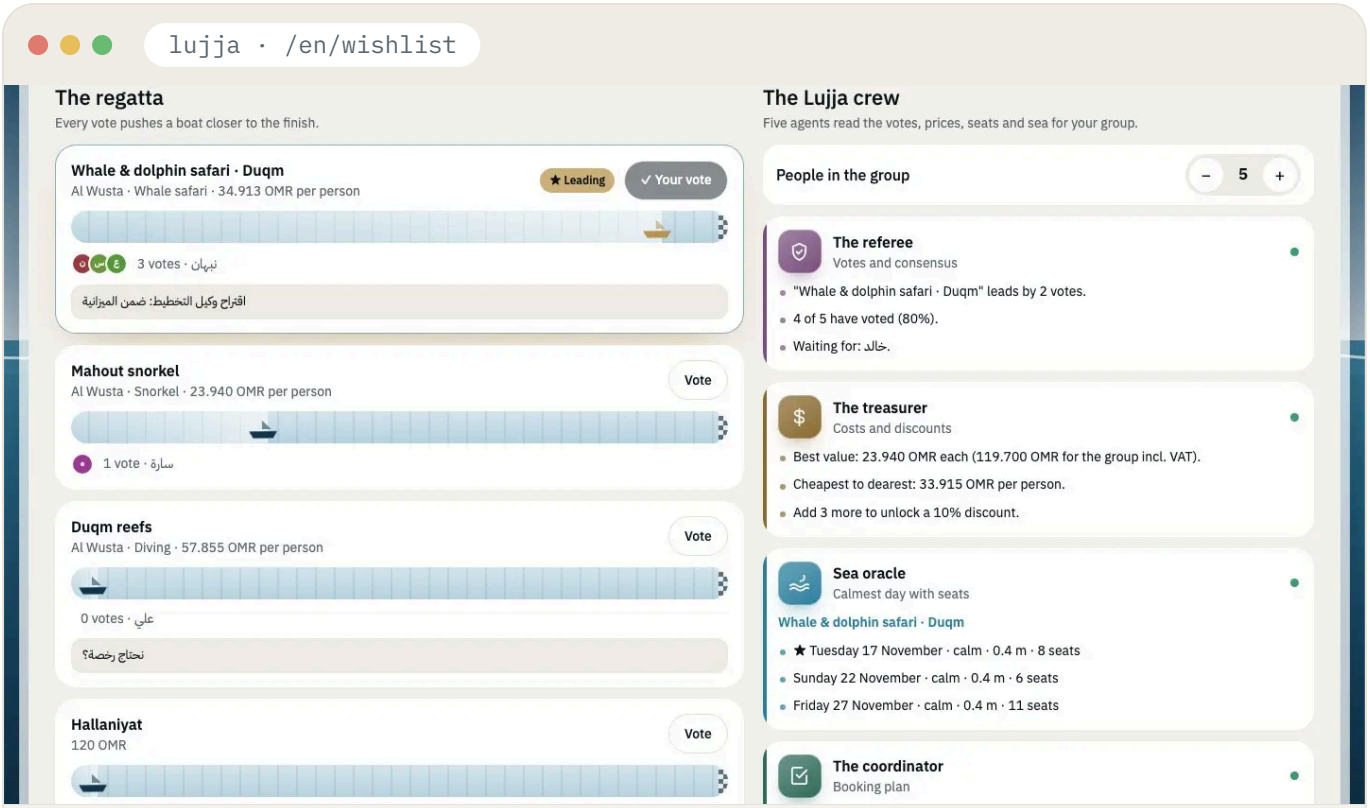
Group trip and the five-agent crew

11

Where are the agents? On the Group trip page in the main menu. Nakhoda is on the start page; the other four appear on the group board after you press Start the list.



Starting with Nakhoda



The regatta and the crew

1 · Plan with Nakhoda (the planner)

1. Open Group trip. In the blue panel set group size (+/−), budget per person (slider), experience (no divers / some licensed / all licensed), what you fancy (one or more types) and governorate.
2. It instantly suggests 3 trips, each with a match score in a gold ring and reasons: within budget, no experience needed, 5% group discount…
3. It never suggests a licence-only trip for "no divers", or a boat too small for your group.

2 · Start the list and share it

1. Enter a trip name and your name, and choose when voting closes: 1, 3 or 7 days.
2. Keep Add these picks to the list ticked, then Start the list.
3. On the board: Copy link, WhatsApp, or QR code for people nearby to scan.

3 · Voting: the regatta

Tips

- The agents are built into Lujja and run on its data, so nothing leaves the platform and prices match checkout.
- 4+ people get 5% off, 8+ get 10% and free cancellation up to 72 h.

1. Everyone types a name in "Your name to vote" and presses Save.
2. Each trip has a lane and a boat; press Vote and its boat moves toward the finish. One vote per person, changeable by voting for another trip.
3. The leader shows ★ Leading. On board lists everyone; those who haven't voted are faded.
4. The board refreshes every 10 seconds.

4 · The Lujja crew (on the board)

1. Set people in the group above the crew; every figure follows it.
2. The referee: who leads and by how much, turnout, who you're waiting for, and when you can book.
3. The treasurer: best value per person and group total incl. VAT, the cheapest-to-dearest gap, how many more for a bigger discount, and trips that can't fit.
4. The sea oracle: reads 14 days for the leading trip and picks the 3 calmest days with seats for everyone.
5. The coordinator: the full plan (trip, suggested date, cost, licence note, cancellation) and Book for the group.

5 · Ask the crew and add trips

1. Ask the crew: type a question like "what's the cost each?", "when is the sea calm?" or "who's leading?" and the right agent answers.
2. Add a trip: search and pick one, add an optional note, then Add to the list. Or Planner's pick for us to choose one that fits the group.

FAQ

▼ I can't see the referee or treasurer?

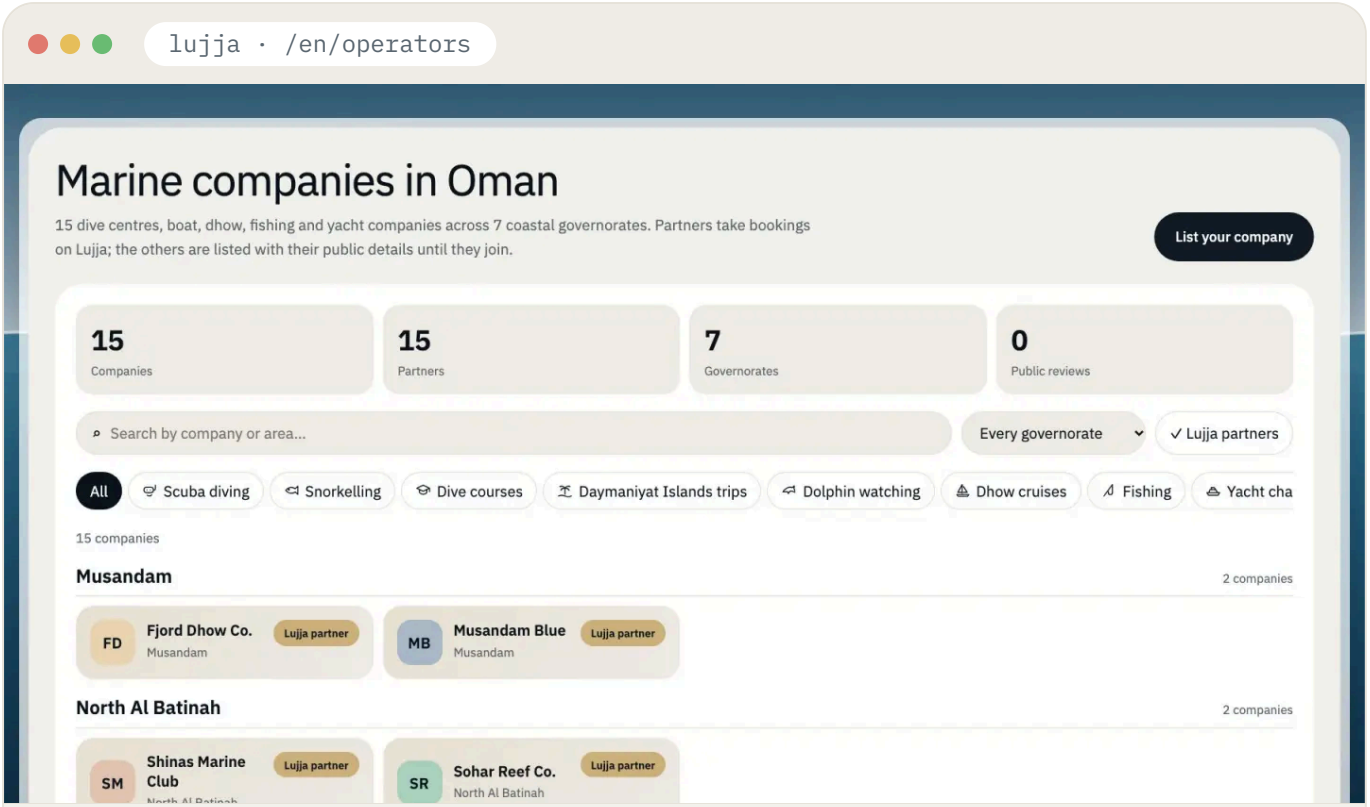
They're on the group board. Start a list first on the Group trip page.

Module 12 · For: Everyone

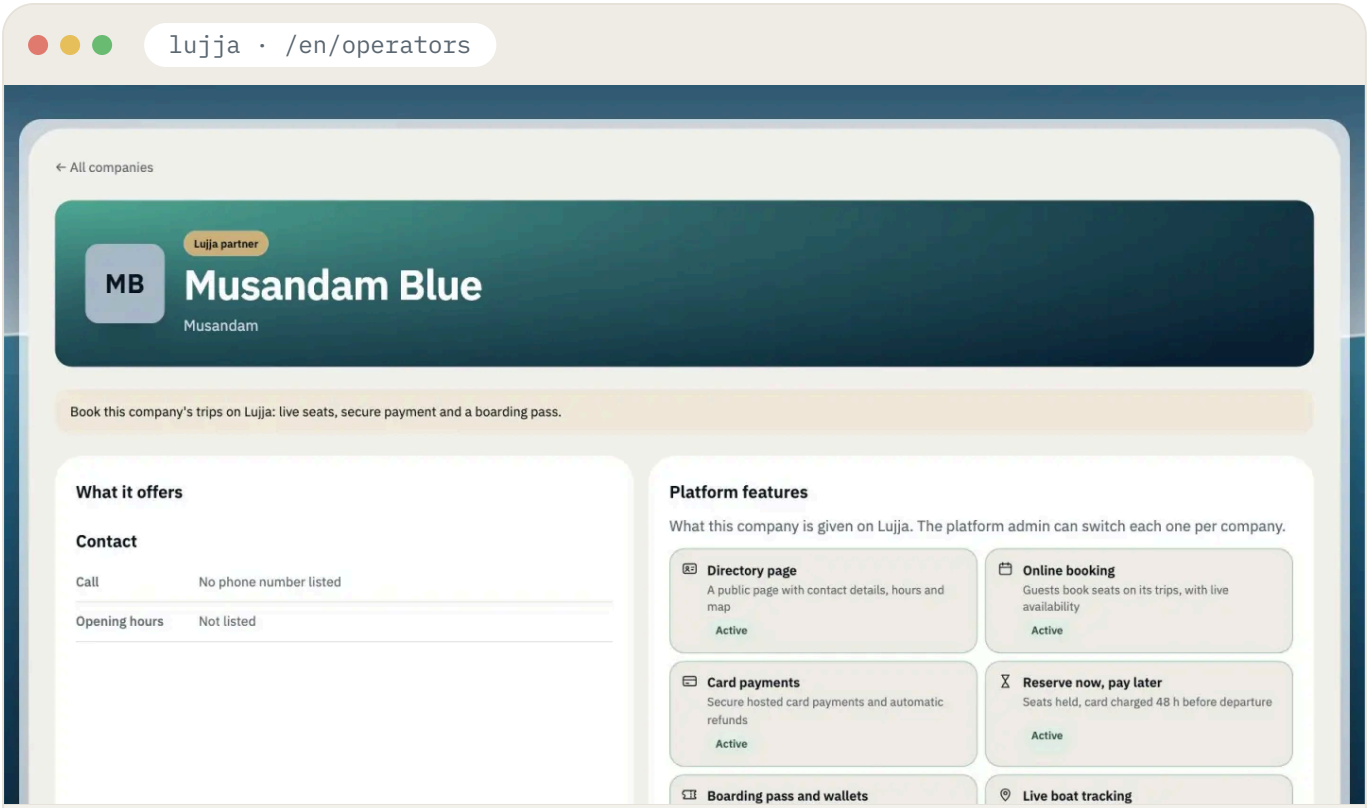
Companies directory

12

Every marine company on the coast: Lujja partners take bookings; others are listed with their public details.



Directory



A company page

Searching

1. Type in the search box, then pick governorate and service.

A company page

1. Status: Lujja partner (book directly), listed, or joining.
2. Area, services, contact (call, WhatsApp, Google Maps), hours and rating.
3. Platform features: what the admin enabled for this company.
4. Trips on Lujja with Book.

Tips

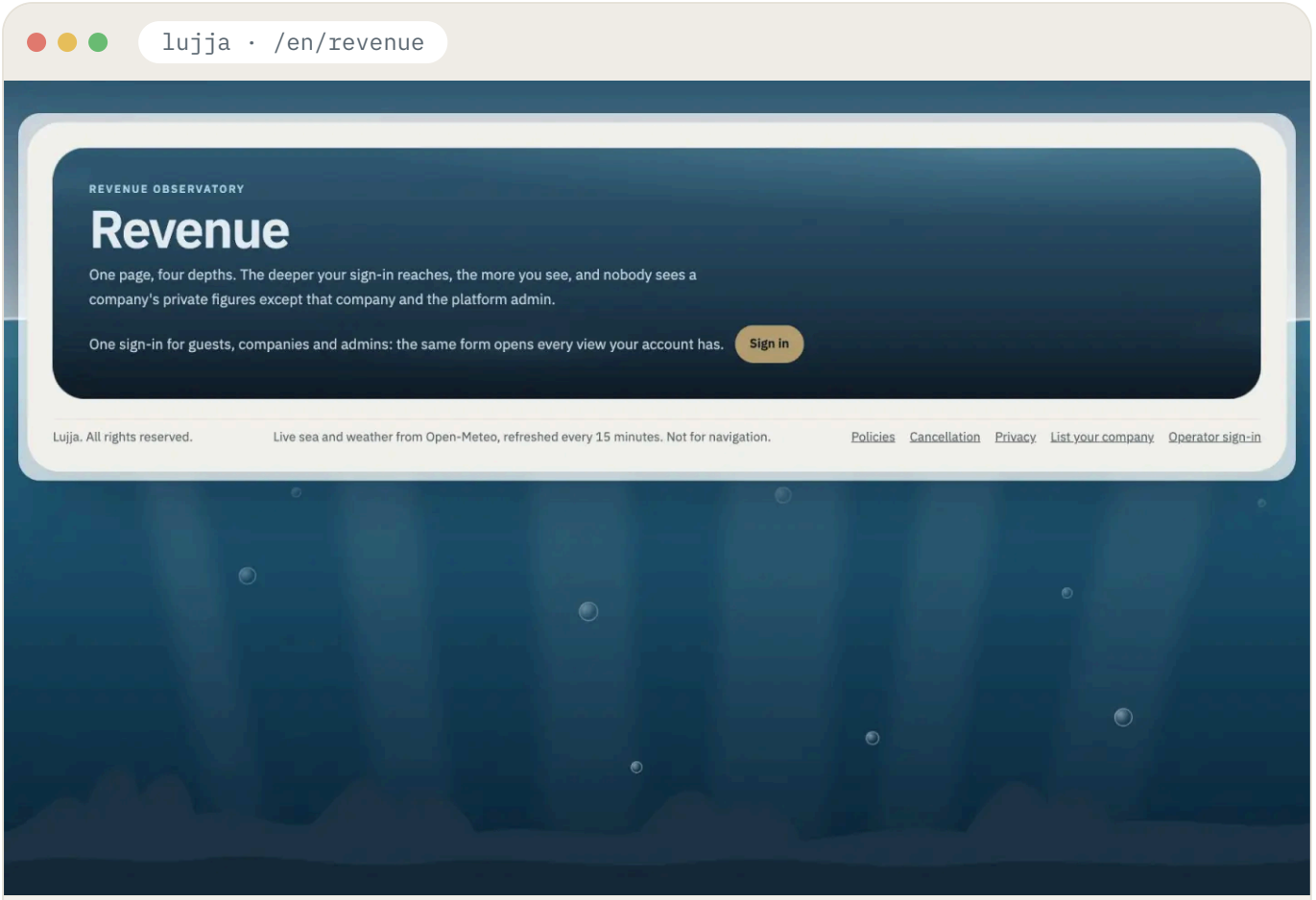
- Listed companies' data comes from public sources; check before contacting.

Module 13 · For: Everyone, by role

13

Revenue: one page, four depths

The deeper your sign-in, the more you see; a company's figures are seen only by it and the admin.



Revenue page

The depths

1. Surface, for everyone: public coast activity, no amounts.
2. Reef, your account: what you booked, paid and got back.
3. Deep, your company: sales, payouts and commission.
4. Floor, the admin: every company and platform health.

Using it

1. Pick a period: 7, 30, 90 days or 12 months, compared with the previous one.

2. Export CSV or a PDF report.

Part 3

Guide for companies

Joining, the captain's deck, passengers, tracking and payouts.

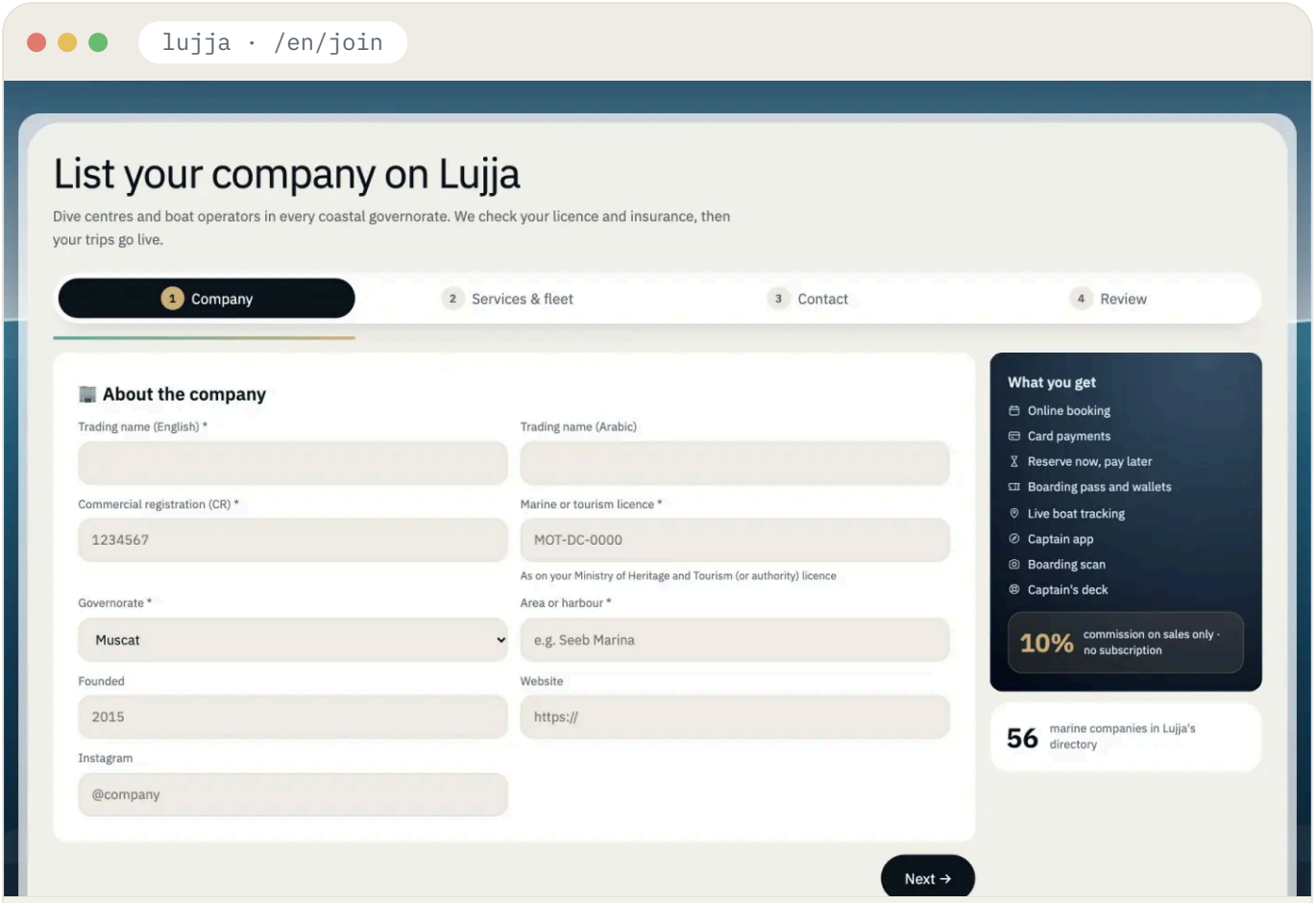
Module 14 · For: Companies

14

Join as a company: 4 steps

Show your trips to divers across Oman and take bookings and payments in one place.

Five minutes. Go to For companies → Join as a company.



Join form

Step 1 · Company

1. Trading name in English (required) and Arabic, commercial registration number, marine or tourism licence number.
2. Governorate, area or harbour (e.g. Seeb marina), year founded and website.

Step 2 · Services and fleet

1. Pick every service you offer.
2. Boats, total seats, guides and instructors, certification (PADI etc. or trips only) and centre number, guide languages.
3. Months you operate. Note: khareef (June–August) usually closes Dhofar's sea.

Step 3 · Contact

1. Account owner: name and role, email (your captain's-deck account goes here), phone, WhatsApp if different, and notes.

Step 4 · Review and send

1. Check each section; press Edit to fix anything.
2. Accept the partner terms and the 10% commission (before VAT), no subscription, confirm your details, and send.
3. The Lujja team reviews it, checks the licence, then emails your sign-in.

Tips

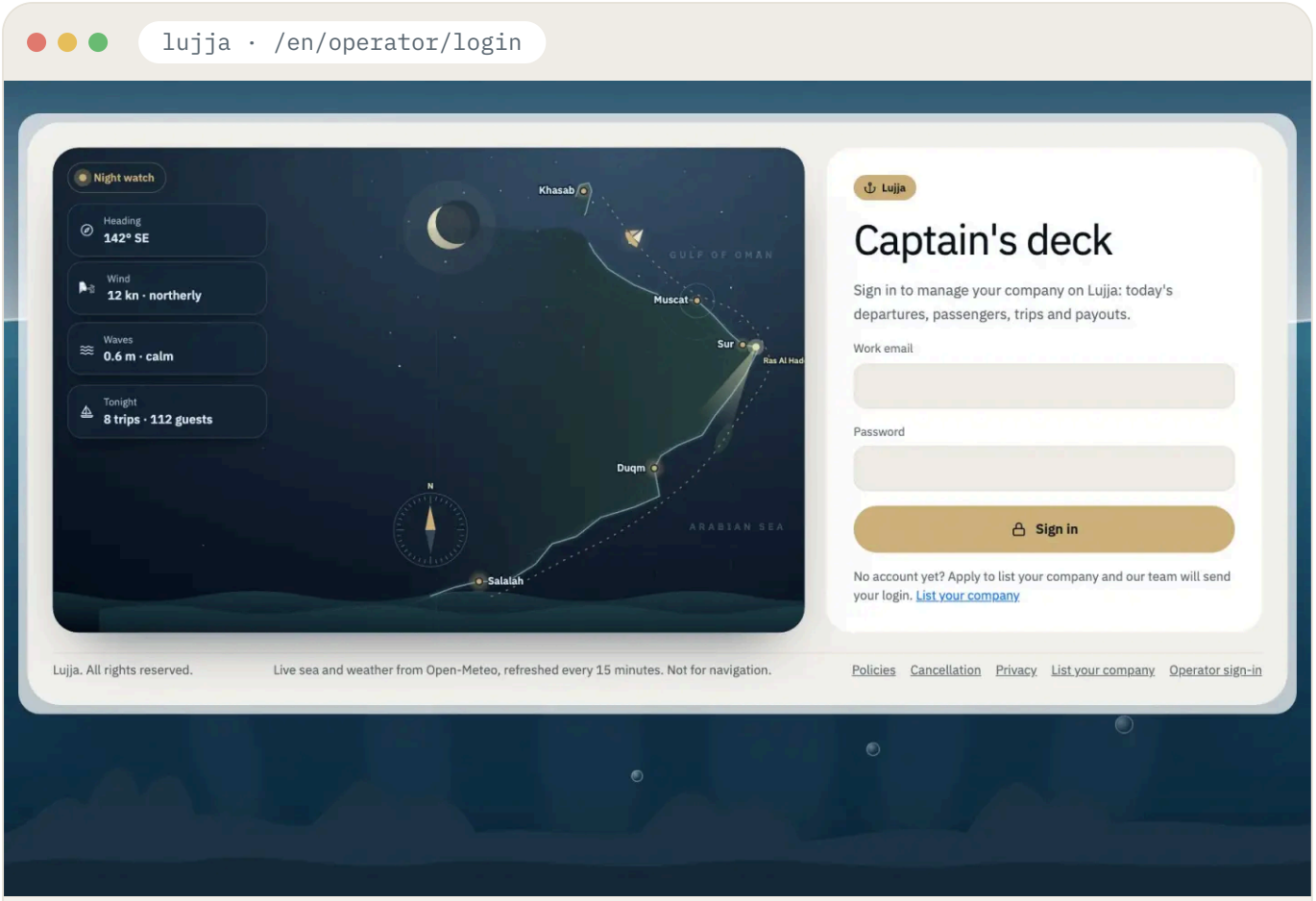
- Already in the directory? Open your page and press Claim this page instead.

Module 15 · For: Companies

Captain's deck: sign-in and today's board

15

Your company's board for the day. Accounts are issued by the Lujja team, with two roles: owner and staff.



Company sign-in

Signing in

1. For companies → Company sign-in, then work email, password and Sign in.
2. 5 wrong tries lock sign-in for 15 minutes.

Top of the board

1. Today's trips: a radar of today's departures and guests on each.
2. Figures: 30-day revenue, paid bookings, guests and occupancy for the next 7 days, guest rating.

Tips

- Sign out is at the top. Change your password under Account security (10+ characters).

3. Alerts: AI-agent requests awaiting approval and payments queued for refund.
4. Revenue over 30 days: confirmed bookings incl. VAT.

Occupancy tide (14 days)

1. Each day shows how full it is. Pick a day to see its passengers and control the trip.

Module 16 · For: Companies and crew

Passengers and boarding

16

The passenger list for each trip, and checking guests in by scanning their pass at the pier.

A signed-in or booked page — the steps below cover it in full.

Passenger manifest

1. Pick a day in the tide, then the trip: each booking shows name, guests and status (paid, reserved, awaiting payment, awaiting approval).
2. Call reaches the guest; Print list gives a paper copy for the boat.
3. The counter "... of ... checked in" shows who's aboard.

Checking in with the camera

1. In Check-in press Scan with camera and point it at the guest's code.
2. You see "... is on board", or "already checked in".
3. No camera? Type the code under the QR, then Check in.
4. Rejections: not a valid Lujja pass, another company's trip, another day, or not paid.

Tips

- Guests' passes work offline; a screenshot scans fine.

Module 17 · For: Company owner

17

Trip control: price, seats and cancelling

Edit your trips, and cancel a departure if the sea turns, with automatic refunds.

A signed-in or booked page — the steps below cover it in full.

Your trips

1. For each trip: price per person (OMR), seats, and taking bookings (on/off), then Save.
2. You can't cut seats below what's already booked on any date.
3. Only the owner can edit; staff can view.

Cancelling a departure

1. Under Trip control write the reason guests will see (e.g. waves over 2 m at the site).
2. Cancel trip, then Yes, cancel and refund: every booking is cancelled and paid guests are refunded in full.
3. Changed your mind? Reopen trip opens it again.

Reviews and bookings

1. What guests say: reviews after confirmed trips. Recent bookings: the latest arrivals.

Tips

- Automatic sea closures notify you too, and no booking is taken on a closed day.

Module 18 · For: Companies and captains

Boat tracking: office and captain

18

The office opens tracking, the boat's phone sends its position, guests follow.

A signed-in or booked page — the steps below cover it in full.

In the office (captain's deck)

1. In Live boat tracking pick the trip, optionally the boat name, then Open tracking (today or tomorrow).
2. You get a 6-digit pairing code (once, within 2 hours), the captain link and the guest share link. Copy them now: shown once.
3. Follow each boat: status (waiting, live, ended), phone battery, and End tracking.

On the boat (captain's phone)

1. Open the captain page (/captain) or the Lujja Captain app (Android, iPhone, Huawei).
2. Enter the office's pairing code, Pair this phone, then Start sharing location and allow location access.
3. In a browser keep the screen on (GPS stops when locked); the app keeps tracking in the background.
4. Offline, positions are queued and sent when signal returns. On arrival: End trip.

Tips

- Send the guest share link to passengers; they follow without an account.

Module 19 · For: Companies

Sales and payouts

19

A 10% platform commission before VAT, no subscription, weekly payouts.

A signed-in or booked page — the steps below cover it in full.

Where are my figures?

1. In Revenue, signed in as the company: the Deep layer shows sales, payouts, commission and bookings for any period, with export.
2. And on the deck: Revenue over 30 days.

Part 4

Platform admin

Operations, settings and agents.

Module 20 · For: Platform admin

20

Platform administration

Operations and settings for platform admins only, protected by two-step verification. Their links appear only for admins.

Two-step verification

1. The first admin visit shows a QR code: scan it with an authenticator app, then enter the first code.
2. Every sign-in then asks for the 6-digit code.

Operations

1. Bookings, AI-agent requests to approve or cancel, payments needing refund, sea closures and company applications.
2. Approving a company: check the licence, then issue its deck account.

Platform settings

1. Payments: gateway, methods, limits, bank transfer and payouts.
2. Users and permissions: create admins, reset passwords (temporary, changed at first sign-in), edit identity.
3. Backups, and turning each company's features on or off.

Tips

- An admin lost their phone? Another owner resets their two-step verification.

Module 21 · For: Platform admin

Agent Hub (external agents)

21

Different from the group-trip crew: this hub safely connects external AI agents through MCP and A2A. Its footer link is admin-only.

Connecting

1. Create a scoped, expiring key per agent.
2. Copy the config snippets and try them in the test console.
3. Agent bookings are requests the team approves; agents never see card data. Every call is audited.

Part 5

Questions and fixes

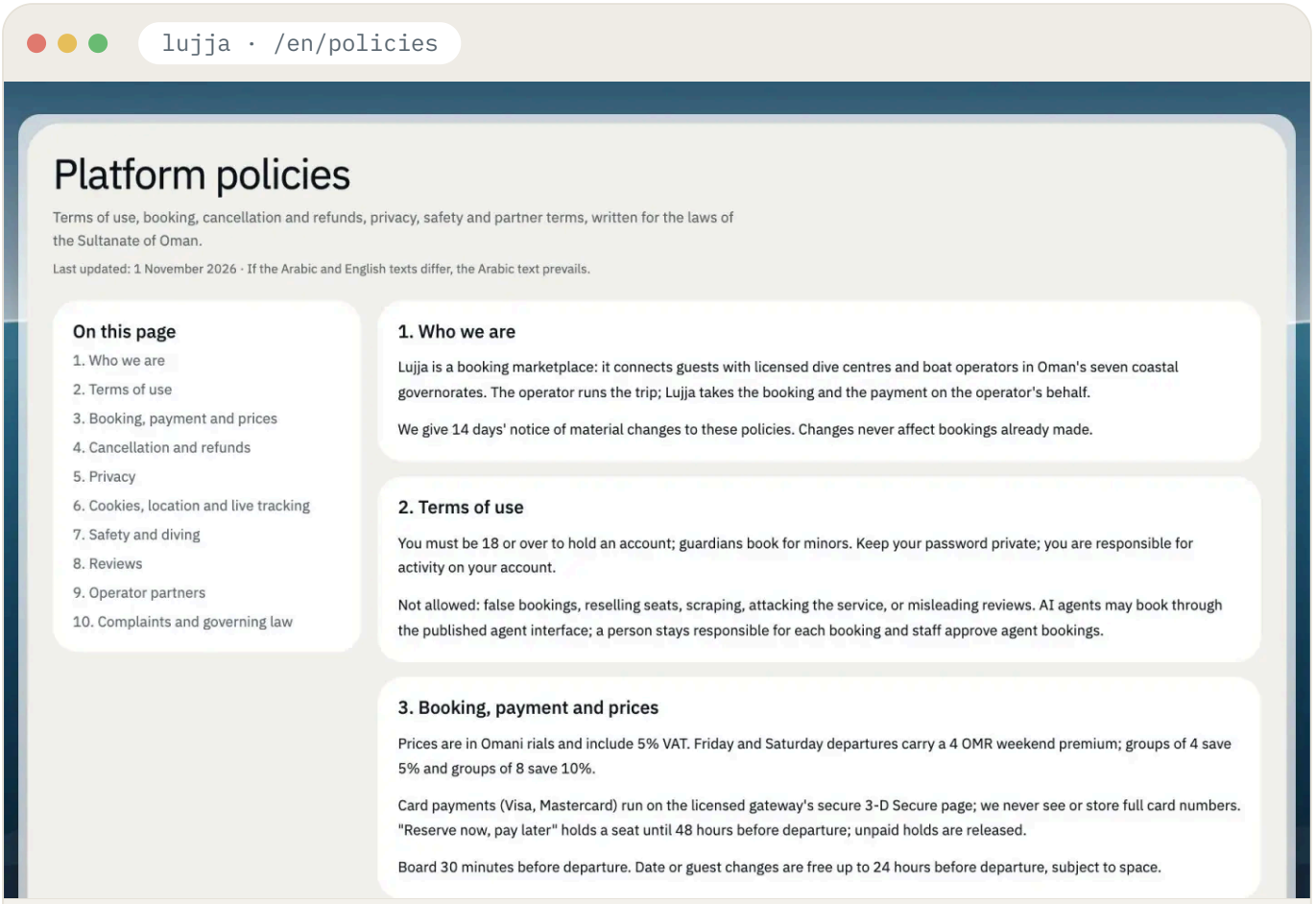
Quick answers and fixes for common problems.

Module 22 · For: Everyone

FAQ and troubleshooting

22

The most common questions, and what to do when something doesn't work as expected.



Policies page

Policies in short

1. Cancellation: 100% up to 24 h; expeditions, private boats and groups of 8+: 100% up to 72 h, 50% up to 24 h; company or weather: always full.
2. Privacy under Oman's data protection law; the Arabic text prevails.

Tips

- Full details on the Policies page.

FAQ

▼ The page didn't change after an update?

Hard-reload: ⌘+Shift+R on Mac, Ctrl+Shift+R on Windows, or close and reopen the tab on a phone.

▼ "Google sign-in isn't enabled on this server yet"?

Expected for now: it needs a domain with HTTPS. Use your username and password.

▼ Account locked?

Wait 15 minutes after 5 wrong tries.

▼ Can't find my booking?

Open it from the confirmation email, or My account with the email you booked with.

▼ The intro has no sound?

Browsers block sound until you tap; press Sound on.

▼ No full-screen button?

iPhone Safari doesn't support it; it works on Android and computers.

▼ Check-in camera won't start?

Allow camera access, or type the code under the QR.

▼ Boat not on the map?

Check the captain pressed Start sharing, location is allowed and the screen is on (in a browser).

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Live sea and weather from Open-Meteo, refreshed every 15 minutes. Not for navigation.

Policies Cancellation Privacy Platform guide Watch the intro List your company Operator sign-in