



### IMPORTANT INFORMATION FOR TRAVELLERS

#### DAILY DEPARTURES

For all packages, passes and transfers. The Awesome Adventures vessel 'Yasawa Flyer' a high speed, modern catamaran, departs Port Denarau at 8:45am daily for all Yasawa destinations. It returns daily at 6:00pm. South Sea Island and Beachcomber are also serviced on this run. Additional departures to South Sea Island and Beachcomber are also available at 9:00am, 12:15pm and 3:15pm on board our South Sea Cruises' vessels. See the map on the inside front cover of the brochure for island and resort locations.

#### SCHEDULED TRANSFERS TO CONNECT WITH THE YASAWA FLYER

If you are staying overnight on the mainland before you travel to the Yasawas, we offer a daily complimentary coach transfer from most Nadi, Wailoaloa and Denarau hotels to Port Denarau in time to check in for the Yasawa Flyer.

These transfers must be booked in advance. If you don't book your accommodation through us, you will need to advise us where you are staying. If you don't advise us, getting to Port Denarau on time is your responsibility and at your own cost.

If you do not require pick up, please find your own way to the Awesome Adventures check in Counter at the Port Denarau Passenger Terminal, Port Denarau in time to check in at least 30 minutes prior to your vessel departure time.

**Please be ready and waiting at your pick up point 10 minutes prior to your scheduled pick up time - please check with your hotel front desk for the exact pick up time.**

*Courtesy coach pick ups start from the Nadi Area at 6:50am*

*Courtesy coach pick ups start from the Wailoaloa Area at 7:15am*

*Courtesy coach pick ups start from the Denarau Area at 8:00am*

If you miss our coach at your pre-booked pick up location then getting to Port Denarau will be your own responsibility at your own cost also.

At the end of an Awesome Adventures package, upon your return to Port Denarau we have a coach departing at approximately 6pm to drop off guests at Nadi Airport as well as a selection of Wailoaloa & Nadi hotels and resorts. This service is complimentary to our Awesome Adventures passengers and must be prebooked.

#### GENERAL INFORMATION

##### **"Simple Stays" (previously called 1 Coconut)**

Dorm and bures. If you need a hairdryer, these are not for you. Resorts are typically basic but on a beautiful beach. Usually there is no hot water and the local water supply is tepid. Meals are included in the price. Please bring your own towel, soap and other necessities. All these resorts are run by Fijians who love hosting and sharing their lives with you as their guest.

MEALS are included in the accommodation price and the packages in all 1 Coconut properties. Meals are simple and filling, served at specific times of the day e.g. breakfast 8am – 9am, providing an opportunity to meet fellow travellers.



#### **"Relaxed Resorts" (previously called 2 Coconut)**

Dorm and bures. These are generally resort style properties with a higher standard of accommodation and amenities but still with a strong Fijian flavour. There's air-conditioning or fans during generator operating hours. Meals are generally more varied with more courses and options available.

MEALS are NOT included in the accommodation price and the set Meal Plan costs must be either prepaid at the time of booking or paid directly to the properties. Meals are normally served at specific times of the day e.g. breakfast 8am – 9am, providing an opportunity to meet fellow travellers.

**NOTE:** Even within the same category properties can vary so for more detailed information on each property see 'FIJI ISLAND ESCAPES' on our website.

#### **ONE THING ALL RESORTS HAVE IN COMMON IS THEY ARE SET IN STUNNING LOCATIONS.**

You'll mix and mingle with the locals for whom the nearby villages and the Yasawas is home. Most resorts are owned and operated by local Fijians. They are not owned by Awesome Adventures and standards vary from property to property. However, we do monitor them and have Awesome Adventures staff moving around all the time to ensure everything is as it should be. Accommodation share twin and double rooms (price based on two people sharing) are generally called bures, the name for a traditional home with a thatched roof. They are not all thatched these days but the idea remains the same.

#### **POWER & REPELLENT**

Properties generally all have generators, so they may only have electricity from sunset 'til midnight and generally for the first part of the morning for example, however, operating times can vary from resort to resort so please check with your resort for exact time. The local power socket is the same as for Australia and New Zealand. In most properties either the beds have mosquito nets or the windows have screens but we always recommend bringing along insect repellent!

#### **SUNDAYS**

Sunday is a day of rest and church going in the Yasawas. This means that conducted activities are not on offer however you are free to do activities on your own. In most villages you will be welcome to join the church service - an amazing experience. When travelling on a Full Monty package your activities will be organized around this.

#### **BULA & AWESOME PASSES**

#### **BEFORE STARTING**

Before you set off on your adventure, get in touch with us at least 24 hours before hand so we can reserve a place for you on the Yasawa Flyer. Before you disembark, you must have booked your resort for that night. All resort bookings can be made at the Travel Desk onboard the Yasawa Flyer as you travel. Some resorts are popular, so plan a bit ahead.

#### **Bula Pass & Bula Awesome Pass notes:**

- Passes are valid for 5 to 13 days and can be used for travel on board South Sea Cruises Vessels to the Mamanuca's (valid only to Beachcomber & South Sea Island) and the Yasawas for hops between resorts for the consecutive number of days designated.
- Your Bula Pass is activated on the first day of travel and valid for the period shown on your Bula Pass. If you are still travelling outside the date of your Pass you will be charged the normal fare for the sector travelled.



- You can extend your Pass anytime during travel but only prior to expiry by paying the price difference up to the longer Pass of your choice to the staff at the Travel Desk on Yasawa Flyer or by calling the Awesome Adventures Hotline +679 675 0499
- While all travel is paid for, reservations must still be made for all transfers at least 24 hours prior to travel and accommodation MUST be booked before disembarking.
- We'll be as flexible as we can be with changes once travel has commenced, but they must all be done in advance with the Travel Desk on Yasawa Flyer or call the Awesome Hotline +679 675 0499
- If travelling on an Awesome Pass, it is sometimes possible to stay in a different room type or at a resort not listed. Any changes must be done with the Awesome Team onboard Yasawa Flyer and additional fees may apply.
- When you return to Port Denarau your pass becomes invalid for any further use.
- Any Pass being used by a person other than the owner whose name is on the Pass will be confiscated and the balance of its use will be forfeited.

## Useful tips for your holiday

### Things to bring:

Below are a few things to bring with you to help make your experience nice and relaxing!

- Print a copy of this email or note down your booking reference number. This is required for check-in.
- There are no banks in the Mamanuca or Yasawa Islands so please ensure you have a credit card. Cash machines are available in Nadi and also at Port Denarau.
- If you are staying in "Simple Stays" (formerly '1 Coconut') properties, bed linen is provided but please remember to bring your own towel and toiletries.
- If you're going to the Yasawa Islands, it is a good idea to pack a torch as many resorts operate on generators and electricity can be intermittent.
- Light, loose clothing to cover up during the evenings.
- Sunscreen and insect repellent containing DEET or similar.
- Swimwear, sunhat and sunglasses.
- Light jacket/sweater for cooler evenings.
- Your camera and a sense of fun!
- And of course, if you haven't already, don't forget to book travel insurance.

### Things to know:

- We recommend that you notify your resort when you arrive if you have any dietary requirements.
- There is no smoking allowed on any of the Awesome Adventures Fiji and South Sea Cruises' vessels.
- 'Bula' is Fijian for 'Hello' and 'Vinaka' is Fijian for 'Thank you'.



## Check-in

### Nadi International Airport

- Upon your arrival in Fiji you can reconfirm your booking, exchange your vouchers and obtain any additional information you may require at our office located at the Nadi International Airport. The Awesome Adventures Fiji office is located on the left-hand side as you exit the Customs Hall at the International Airport. Note: Our staff can also arrange a transfer to take you directly to your hotel or Port Denarau.



### Port Denarau the day prior to your travel to the Islands

- If you didn't check in at the airport office you can call in to see our friendly staff the day prior to your departure to the islands any time after 10am to get your travel wallet, vouchers and to confirm all details. This will save you queuing on departure day! They can answer any queries and make any extra travel arrangements you might require.

### Port Denarau



- It's a good idea to print out this email so you have your details handy for check-in. When you arrive at Port Denarau visit the South Sea Cruises and Awesome Adventures check-in desk. You will need to quote your booking reference number. If you have booked a coach pickup from your accommodation, when the coach arrives at your hotel they will have your name on a list which they will need to check off along with your booking number.

And most importantly - don't forget to relax and enjoy this beautiful part of the world!

### AWESOME ADVENTURES CANCELLATION & PRIVACY POLICY

When purchasing any Awesome Adventures **Passes / Welcome / Departure Packages, Island Packages and or Island Escapes**, Awesome Adventures will charge the following fees in the event of booking cancellations:

Cancellations should be made with your original booking agent who may charge an additional fee.

#### Cancellation Policy:

**Cancellations:** We will not regard a booking as cancelled unless and until written notice is received by us from you or someone acting on your behalf.

**Refunds:** No refunds will be issued for unused days on the Passes nor for any unused components of the Packages unless cancellation of vessel services by the Operator. No refunds will be issued for any part of the Bula Combo Pass once travel on the Pass has commenced.



**Packages, Island Escapes, Welcome & Departure Packs:**

Cancellation fees apply on the total package price:

Less than 7 days notice - 100%

Less than 14 days notice - 50%

Less than one months notice - 25%

**Amendment Policy for Packages - Island Escapes, Welcome & Departure Packs:**

Please note that amendment fees will be additional to any amendment/cancellation fees imposed by the resort(s) affected.

Change of booking within 24 hours of travel, including after travel has commenced will incur a FJD\$100 amendment fee.

More than 24 hours notice FJD\$25

More than 1 (one) months notice prior to commencement of travel no charge.

**Bula Pass:**

No cancellation fee applies until the first day of reserved travel. However, in the event of a No Show on the first day of reserved travel a 100% No Show fee applies. No refund applies on any unused portion after commencement of travel.

**Awesome Pass:**

In addition to the above, cancellation fees apply only to any pre-booked accommodation:

No show - 100%

Less than 7 days notice - 100%

Less than 14 days notice - 50%

Less than one months notice - 25%

Lost Passes will result in the holder paying the accommodation direct to the resort for the night specified on the lost voucher

**Amendment Policy for Bula Pass & Awesome Pass:**

The passes can be extended anytime during travel but prior to expiry by paying the price difference up to the longer Pass of your choice. This can be done at the Travel Desk onboard the Yasawa Flyer. Please note an amendment fee of FJD\$25 applies.

Please note that amendment fees will be additional to any amendment/cancellation fees imposed by the resort(s) affected.

Change of booking within 24 hours of travel, including after travel has commenced will incur a FJD\$100 amendment fee.

More than 24 hours notice FJD\$25

More than 1 (one) months notice prior to commencement of travel no charge.

Awesome Adventures Fiji reserves the right to substitute properties if required due to availability.

When purchasing an Awesome Adventures product you are agreeing to our terms and conditions. The most up to date version can be viewed on our website –

<https://www.awesomefiji.com/terms-and-conditions/>