



BULA AND WELCOME TO FIJI!

NADI INTERNATIONAL AIRPORT

If you have booked an Awesome Adventures Arrival Pack, our friendly airport representative / driver will be there to meet you in the arrival's hall at Nadi International Airport, which is just past the information desk once you clear customs and immigration – they will transfer you to your hotel/resort.

There is an early morning coach transfer from the Airport to Port Denarau in time for the South Sea Cruises vessel departure to the Yasawa Islands. This must be prebooked before arriving in Fiji.

COACH TRANSFERS

Complimentary coach transfers are provided from most Nadi, Denarau & Wailoaloa Bay hotels/resorts to Port Denarau in time for your South Sea Cruises vessel departure to the islands. If you haven't booked an Arrival Pack with Awesome Adventures Fiji, you will need to contact us to reserve your seat on our courtesy coach. If you miss the coach, finding your own way to Port Denarau on time is your own responsibility and at your own cost.

- Please [click here](#) to view/download a copy of our **Resort Connection Vessel Timetable** &/or our **Coach Timetable**. Please be ready and waiting at your pick-up point at least 10 minutes prior to your scheduled pick-up time.
- Upon your return to Port Denarau from your Awesome Adventure our courtesy coach will depart at approximately 6:15pm for guests requiring transfers to Nadi Airport and select resorts in the Denarau, Wailoaloa & Nadi areas. This service is complimentary for our Awesome Adventures Fiji passengers but must be prebooked to confirm your seat.

PORT DENARAU

On the day of your Awesome Adventures Fiji departure to the islands, please proceed to the Passenger Terminal at Port Denarau Marina. You will be required to check-in at the Awesome Adventures / South Sea Cruises check-in counter with either your printed or digital e-ticket as sent to you in your booking confirmation. Please ensure you check in at least 30 minutes prior to your vessel departure time. Check-in closes 10 minutes prior to all vessel departures.



VESSEL DEPARTURES

For all packages, passes and resort connection transfers – the 'Yasawa Flyer II' (one of South Sea Cruises high-speed catamarans) departs Port Denarau Marina at 8:45am for all Yasawa destinations, and returns to Port Denarau Marina the same day at 6:00pm. South Sea Island and Beachcomber Island Resorts are also serviced on this schedule.

Additional departures to both South Sea Island and Beachcomber Island Resorts are available on board our South Sea Cruises' Mamanuca Island bound vessels. Please [click here](#) to download a copy of our Resort Connection Vessel Timetable or to see a map of the island locations.

VESSEL DAYS OF OPERATION

The Yasawa Flyer operates a daily service from Port Denarau to the top of the Yasawa Islands and back again. South Sea Cruises Mamanuca transfers operate multiple schedules on a daily basis.

RESORTS

The hotels used in our packages are generally resort style properties with a good standard of accommodation and amenities but still with a strong Fijian flavour. They offer either air-conditioning or fans to cool the rooms or bures. Meals are generally varied with a selection of European and Fijian inspired options available.

POWER

The resorts all have generators with the majority operating 24 hours a day. The voltage and power sockets are the same as in Australia and New Zealand (220 – 240 volts).

MEALS

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 at the resorts (in Fijian dollars) upon check-in. Meals are normally served at specific times of the day e.g., breakfast 8am – 9am, providing an opportunity for you to meet fellow travellers. Meal prices are determined by the resorts and if not prepaid may be subject to price increases. Each Resort reserves the right to change the cost of their compulsory meal packages (which is not common but can happen). See below for the current local prices per person/per day (prices are correct as at 01 April 2022 but are subject to increase as charged by the hotels).

DAILY MEAL PRICES – PER PERSON PER DAY IN FIJIAN DOLLARS – VALID FOR TRAVEL UNTIL 31 MARCH 2023			
Hotel Name	Per Person Per Day	Hotel Name	Per Person Per Day
South Sea Island	FJD \$99.00	Blue Lagoon Beach Resort	FJD \$129.00
Beachcomber Island Resort	FJD \$99.00	Oarsmans Bay Lodge	FJD \$119.00
Barefoot Kuata Resort	FJD \$119.00	Boathouse Nanuya	FJD \$100.00
Octopus Resort	FJD \$129.00	Paradise Cove Resort	FJD \$219.00
Mantaray Island Resort	FJD \$119.00	Coconut Beach Resort	FJD \$115.00
Barefoot Manta Resort	FJD \$119.00	Nanuya Island Resort	A la Carte

DRINKING WATER

Unless otherwise stipulated by the resort you are staying at, we do advise not to drink the water in the rooms/bures as in many cases this is not potable water. However, most of the resorts we book do ensure that the water accessing the kitchen, bar and the restaurant is all filtered to drinking standards. All the resorts will have filtered drinking water available for you to refill your reusable drink bottle.

SUNDAYS

Sunday is a day of rest in Fiji and the local villages attend church services throughout the Yasawa Islands. This means that some of the attractions/activities may not be on offer. You will of course be welcome to join the local church service in the village – an amazing experience! Your resort staff will be able to assist should you wish to do so.

THINGS TO KNOW

- Print a copy our e-ticket or have it readily available on your smart phone/tablet, or note down your booking reference number for check-in
- Awesome Adventures Fiji uses a Day/Month/Year date format in all confirmations / itineraries
- There is no smoking allowed on any Awesome Adventures Fiji or South Sea Cruises' coaches and vessels
- The Resorts' booked through Awesome Adventures Fiji will provide you with linen, towels, and most provide basic toiletries – some properties may charge a small fee for the use of towels in their dorms. We suggest that you bring your own toiletries and may also wish to bring your own towel.
- We recommend that you notify your resort as soon as you arrive if you have not already advised us of any dietary requirements
- There are no banks in the Mamanuca or Yasawa Islands, so please take a credit/debit card for any incidentals. You will find ATM cash machines at Nadi International Airport, Wailoaloa Bay and at Port Denarau should you wish to take a small amount of cash with you
- We suggest you pack sunscreen, insect repellent (with DEET or similar), camera, swimwear, a sunhat, and sunglasses. Light, loose clothing is recommended during the day with something warmer for those cooler evenings.
- 'Bula' is Fijian for 'Hello' and 'Vinaka' is Fijian for 'Thank you' – bring your sense of fun and don't forget to relax and enjoy this beautiful part of the world!



GENERAL INFORMATION & BOOKING CONDITIONS

COMPANY INFORMATION - Awesome Adventures Fiji is a trading brand of South Sea Cruises Pte Limited, a Company incorporated in Fiji. Any reference to Awesome Adventures Fiji (AAF) or to South Sea Cruises (SSC) is in reference to South Sea Cruises Pte Limited. Travel is subject to our Conditions of Carriage. A copy is held in our offices or can be viewed [here](#)

BULA & AWESOME PASSES - these are valid for the period shown on your Pass (one island hop per day). If you travel outside the date of your pass or additional transfers to the one island hop per day, you will be charged the normal fare for any additional sectors travelled. The pass can be extended anytime during travel but prior to expiry by paying the price difference to upgrade to the longer Pass duration. This can be done at the Travel Desk onboard the Yasawa Flyer II.

- a. Minimum / Maximum Stay Requirements: Passes are valid for travel on board South Sea Cruises vessels to the Mamanuca (Beachcomber Island Resort & South Sea Island only) and Yasawa Islands for the consecutive number of days selected. 1) When using an Awesome Pass there is a maximum of 4 nights at any one hotel/resort and 2) There is a one (1) night minimum stay at South Sea Island for all guests travelling on an Awesome Pass of eight (8) Nights or more.
- b. Passes include complimentary return scheduled coach transfers from most Nadi, Denarau & Wailoaloa Hotels / Resorts to connect with the Yasawa Flyer II - these must be pre-booked.
- c. Awesome Passes have vouchers issued for the specified number of nights selected. While all travel is pre-paid, reservations must still be made for all vessel transfers & accommodation at least 24 hours prior to travel and accommodation MUST be booked before disembarking from the South Sea Cruises vessels. Guests must make their accommodation choices in advance of their arrival at a resort as accommodation and vessel seats are subject to availability. Hotels/resorts can be selected either before arriving in Fiji or can also be booked with the Travel Desk consultants onboard the Yasawa Flyer II or by calling the Awesome Hotline +679 999 5512.
- d. A valid ID must be presented when using your pass; any pass being used by a person other than the owner will be confiscated and the balance of its use will be forfeited. Some resorts may request to view your Vaccination Travel Certificate upon check-in at the resort.

AWESOME EXPERIENCES are the activities that are identified as included under the Awesome Experiences section for each of our Inclusive Packages. Awesome Experiences activities are subject to sea, weather, and other conditions. Awesome Adventures Fiji reserves the right to substitute Awesome Experiences activities with other products if the listed activity is unavailable.

- a. As sharks are wild animals, we can't guarantee sightings should you have this activity booked in your package, however, we do have a high success rate. If poor weather and sea conditions result in the cancellation of the "Shark Snorkel Encounter" then a substitute snorkelling safari will be provided.
- b. The "Swim with manta ray" inclusion is seasonal (May till October) and subject to there being manta rays in the region. An alternative snorkelling trip will be provided should the manta ray not be sighted.
- c. South Sea Snorkeling does not operate daily so if used in a package and not available passengers will be provided with a transfer to/from South Sea Island and Port Denarau on a scheduled South Sea Cruises resort connection departure or an alternative day cruise.
- d. The Bonus Day Pass to Malamala Beach Club in select Inclusive Packages can be used either pre or post your trip to the Yasawa Islands. A date for this trip should be pre-booked to ensure availability. No refund is available should the pass not be utilized.
- e. For all Dive Packages, age and medical restrictions apply to all scuba diving activities. A medical questionnaire must be completed by the Company operating the Dive. Scuba divers cannot fly for 24



hours after diving and the company accepts no liability for medical conditions experienced as a result of diving or flying after diving.

RIGHT TO VARY TRAVEL ARRANGEMENTS - Any necessary changes will be advised prior to travel – we reserve the right to substitute a property of a similar standard and/or reverse the order of the brochure itinerary.

- a. All packages/itineraries will be subject to the resorts commencing operation once Fiji's Borders re-open - should a property not be open we will substitute a resort of a similar standard.
- b. Awesome Adventures Fiji reserves the right to cancel vessel departures, alter prices, apply a fuel surcharge, arrange alternative transport, and vary itineraries and services as necessary.
- c. All transfers are subject to sea and weather conditions and operational requirements. Should adverse conditions prevent the operation of our services, Awesome Adventures Fiji will not be held responsible for additional accommodation and/or alternative arrangement costs incurred by customers. Awesome Adventures Fiji shall be the sole judge of when vessels should not operate under this clause. Should adverse conditions prevent operation, the client is responsible for their own additional accommodation costs. This receipt is to be kept and presented back to your agent should further action be required.

LIABILITY - Where another company or persons operate the tour, activity or excursion, diving, accommodation, or shore transfers, Awesome Adventures Fiji is only acting as a Sales Agent. Responsibility for the operation and liability for any mishap lies with those operators solely. Awesome Adventures Fiji is not responsible for missed flights or any associated expenses due to late arrival at check-in counters.

CHARTER FOR ADDRESSING PROBLEMS - In the unlikely event, you strike a problem, or you are dissatisfied with some aspect of the service or facilities during your trip, our recommendation is to discuss the issue immediately with the service supplier at the time or as practicable given the circumstance. This provides the opportunity to resolve the issue at the time and for you to continue to enjoy your travel. Our experience is seeking a resolution to your satisfaction once travel has been completed is difficult. Should you require our assistance, please contact our Awesome Adventures Fiji customer services teams immediately on +679 999 5512 or via Skype (awesomefiji) and they will assist in resolving the issue to your satisfaction.

AMENDMENT POLICY FOR PACKAGES - Packages, Island Stays, Awesome Pass, Welcome & Departure Packs. Please note that any amendment/ cancellation fees imposed by the resort(s) being affected by the change will be added to the new itinerary costs. Awesome Passes can be extended anytime during travel but prior to the expiry date by paying the price difference to upgrade to a longer duration Pass. This can be done at the Travel Desk onboard the Awesome Adventures Fiji/South Sea Cruises vessel or by calling the Awesome Adventures Reservations team.

FLIGHT CHANGES - Should you need to notify us of any flight changes that may affect your coach transfers, please contact our reservations centre on +679 999 5512 or via Skype (awesomefiji).

FULL TERMS & CONDITIONS - For a copy of our full Terms & Conditions and Privacy Policy please refer to our website [here](#)

CONTACT DETAILS:

Awesome Adventures Fiji

Our reservations call centre is open 7 days a week from 07:30 am to 7:00 pm located at the Passenger Terminal, Port Denarau Marina, Denarau, Fiji

Find us on:



www.awesomefiji.com



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