

# LEMBEH RESORT FAQs

## HOW DO I GET TO NORTH SULAWESI?

Manado International airport is currently serviced four times per week (Mon, Wed, Fri, Sat) direct from Singapore by Silk Air\*, the regional carrier of Singapore Airlines. There are also several daily non-stop flights from Jakarta and service from Bali.

\*Silk Air from Singapore and Garuda from Jakarta and Bali allow international luggage allowances.

## HOW DO I GET TO LEMBEH RESORT?

All transfers to Lembeh Resort are carried out using the resort's comfortable air-conditioned vehicles. Transfers from Manado Airport take approximately 90 minutes by road, followed by a short 10-minute boat journey to the resort. For guests staying at another location in North Sulawesi before visiting Lembeh Resort, a point-to-point transfer will be arranged by the resort. All transfers are point-to-point – if you are coming from Bunaken/Siladen, transfers will be arranged directly from the other Resort's nominated pier to the resort.

## WILL THERE BE SOMEONE TO MEET ME AT THE AIRPORT?

There will be a member of our staff to meet you at the airport. When you come out of the arrival area, look for our staff member with a big welcoming Minahasan smile, they'll be carrying a board with the Lembeh Resort Logo and your name on it.

## WHAT TRAVEL DOCUMENTS DO I NEED?

Your passport must be valid for at least 6 months after your entry into Indonesia. Please ensure that you also have an onward or return ticket with you. You will also need to ensure that you have AT LEAST TWO full Visa pages in your passport for the visa sticker that you will need to purchase upon arrival (see visa requirements below).

## WHAT ARE THE VISA REQUIREMENTS FOR INDONESIA?

You will need a tourist visa to enter Indonesia, which can be issued on arrival at Manado Airport to citizens of most nationalities.

It's official, Manado is finally free! Now when you arrive at Manado Airport there is no longer a US\$35 visa on arrival fee to pay for residents of over 150 countries. Check the [list here](#) to see if you are eligible. Foreigner with Visa Exemption facilities will be granted Visit Stay Permit for 30 (thirty) days Not Extendable and Can not be converted into another type of stay permit

All other nationals should apply for visas in their home country before departure for Indonesia. There will be no leniency for nationals of countries not listed above should they arrive without a valid visa – they will be sent home immediately.

For further up-to-date information about travel matters, please visit Indonesia's Department of Foreign Affairs website at [www.imigrasi.go.id](http://www.imigrasi.go.id) to find the embassy or consulate nearest to you.

## WHAT ABOUT BAGGAGE ALLOWANCES?

Obviously you would need to check with your own airline but here is a little more information and also some helpful links with regards to Baggage Allowance!

When traveling to and from North America you are entitled according to the Piece Allowance System, which is usually 2 pieces of baggage weighing up to 23kg (50lbs) each. When departing from Manado you will also be entitled to this as long as you check your bags all the way through to your final destination in North America. Any excess bags are then charged at a certain rate per bag.

When traveling to and from most other destinations in the world especially Europe, airlines will impose a weight restriction on your baggage but this can vary from airline to airline. Many airlines have special baggage allowances for scuba diving equipment and you should always check with your airline with regards to this before flying.

Silk Air does allow an additional 10kg for scuba diving equipment for persons traveling to and from Manado.

For Domestic Flights, here are the links for the following airlines:

[Garuda Indonesia](#)

[Lion Air](#)

The best piece of advice is to make sure that you always double check with your airline before packing with regards to their baggage policy, specifically check for an additional allowance for scuba diving equipment or sports equipment. Also pack light on the clothing front – you will spend most of your time underwater in your wetsuit searching for the weird and wonderful critters we have here in Lembeh! If you have any questions with regards to this or any other part of your trip, just drop us an email to [info@lembehresort.com](mailto:info@lembehresort.com)

## IS IT SAFE TO TRAVEL TO NORTH SULAWESI?

Yes, North Sulawesi is safe. For up-to-date information regarding travel to the region, please contact us directly via email at [info@lembehresort.com](mailto:info@lembehresort.com) or [reservations@lembehresort.com](mailto:reservations@lembehresort.com) or contact your local Foreign Travel Advice Bureau.

## DO I NEED VACCINATIONS BEFORE I TRAVEL TO INDONESIA?

When travelling in the tropics, it is always wise to be up to date with Typhoid, Tetanus/Diphtheria, Hepatitis and a current Polio protection. As parts of Indonesia are in a malaria zone (not North Sulawesi), please check with your physician or medical center on the type of prophylaxis you should use. Always ask about possible side effects (especially for divers) and also when you should start to take them before the trip.

## WHAT IS THE OFFICIAL LANGUAGE IN NORTH SULAWESI?

The official language in Indonesia is Bahasa Indonesia. The staff at Lembeh Resort are multilingual and English is widely spoken. Other languages spoken includes; Spanish, German, Japanese, Italian and French.

## WHAT ARE THE GPS CO-ORDINATES FOR LEMBEH RESORT?

If you enter 1° 27' 25.50" N, 125° 14' 35.00" E into Google Earth then you will get a great view of Lembeh Resort and the surrounding area.

### **WHAT MONEY WILL I NEED WHEN I AM AT LEMBEH RESORT?**

Lembeh Resort accepts payments by VISA, MasterCard and American Express as well as Indonesian Rupiah, Euros or US Dollars. However, please be advised that foreign notes should be clean, new and crisp. Indonesian banks and money exchangers will not accept old notes or notes which are damaged in any way.

You can also use your credit or debit card at ATM machines in town to withdraw Rupiah. It is advisable to inform your bank or credit card company that you will be visiting Indonesia prior to your departure, as it is not uncommon for the bank to put a block on the card if you use it in an exotic location without notifying them first.

### **WHAT IS THE MEDICAL CARE LIKE?**

Lembeh Resort has contingency medical plans for diving and non-diving related emergencies and has first aid kits and oxygen on site and on the dive boats. The closest recompression chamber is in Manado, which is 1.5 hours away by car. We recommend that all guests have travel and dive insurance. There are plenty of pharmacies and dentists in nearby Bitung and there is a brand new private general hospital in Manado that has more than adequate medical care.

### **IS THERE MALARIA OR DENGUE FEVER IN LEMBEH?**

Lembeh Resort is located close to the equator in the tropics. It is generally humid and there are mosquitoes. There are very few cases of malaria and dengue fever in North Sulawesi, but we do recommend you bring plenty of repellent as well as appropriate clothing and that you consult with your doctor before your trip for the most up-to-date advice. We provide mosquito repellent for your room, and we regularly fumigate the resort to keep mosquitos to a minimum.

### **WHAT TIME ZONE IS LEMBEH IN?**

North Sulawesi and therefore Lembeh, is in the same time zone as Singapore which is GMT + 08:00. The other time zones in Indonesia are Sumatra, Java and West & Central Kalimantan which are 7 hours ahead of Greenwich Mean Time (GMT+7) and Bali, Nusa Tenggara, Irian Jaya and Maluku which are 9 hours ahead of Greenwich Mean Time (GMT+9).

### **WHAT IS INCLUDED IN MY PACKAGE?**

The exact details of your package should have been sent to you by your agent or one of our reservations team. If you would like confirmation please do not hesitate to contact us on [info@lembehresort.com](mailto:info@lembehresort.com).

### **WHAT IS NOT INCLUDED IN MY PACKAGE?**

The following items are not included in your package and would be payable upon departure from the resort: soft drinks, alcoholic drinks, espresso & café lattes, spa treatments, tours and excursions, additional dives or dive surcharges, any purchases from our gift shops, gratuities and airport departure taxes.

### **ARE THE BUNGALOWS AIR CONDITIONED?**

All of our Cottages are air-conditioned. The rooms are also equipped with ceiling fans and mosquitos nets (which are rarely used).

### WHAT AMENITIES ARE THERE IN THE ROOM?

All guest rooms include 24 hour electricity, en-suite bathroom with hot and cold water with complimentary shampoo and body wash, hairdryer, air-conditioning, king-size bed or twin beds, wardrobe, table and chair, dispenser for cold as well as hot drinking water, complimentary tea & coffee, stocked mini-bar and electronic safe.

### WHAT TYPE OF ELECTRICAL OUTLETS AND VOLTAGE DO YOU HAVE IN THE ROOMS?

All rooms are fitted with 2 Round Pin Plug Sockets (European Standard) and the electricity is 220v. We have ample plug socket adapters and also have power strips that can be lent to guests. You needn't bring your own. The 24 hour power generated at the resort is generated by 2 large generators. Occasionally, we have to manually switch from one generator to another. This will cause a short outage of power and we choose to do this at time which will cause the least disturbance to our guests, which is usually when you are out diving so you won't even notice it has happened. 110v outlets are available in the camera room.

### IS THERE INTERNET ACCESS?

We do have a dedicated computer and internet area where guests are free to use the iMac at any time. We also have wireless Internet service around the resort and it is free of charge. Due to our remote location, this is not broadband strength internet and there can be occasional outages, but these are few and far between. The internet is strong enough to conduct video conferences and to download emails.

### WHAT KIND OF FOOD CAN I EXPECT TO BE SERVED?

Our team of local chefs serves up a delicious mix of international and local dishes. Breakfast tends to be a buffet of fresh tropical fruits & juices, cereals & yogurts, pastries fresh from the oven & home-made breads, as well as cooked-to-order Western or Indonesian dishes.

Lunch is either a-la-carte or buffet style depending on occupancy. A large selection of a-la-carte dinner menus ensures you have a wide variety of international & Indonesian cuisine. Our menus cater to all tastes, but should you have a special dietary request, our chefs will do their utmost to accommodate you.

Morning & afternoon snacks are served at the pool bar, where tea & coffee is available all day long. Alternatively, relax by the pool between dives and let our staff bring you afternoon tea or a sunset cocktail. Enjoy a bottle of wine from our comprehensive wine selection or take advantage of our well-stocked bar.

### WHAT IF I HAVE SPECIAL DIETARY REQUIREMENTS?

Please let us know before your arrival of any special dietary requirements you may have by emailing [info@lembehresort.com](mailto:info@lembehresort.com). In this way we can request any special items you may need while shopping. We have successfully accommodated many different dietary requirements from Coeliacs to vegetarians to vegans.

### CAN I DRINK THE TAP WATER?

We recommend that guests do not drink the water from the taps. However all water served in our restaurants is safe to drink as is the ice we serve in drinks. In every room there is a large 19L container that dispenses both hot and cold water and there is free flowing drinking water in the Divers Lounge, restaurant and on the dive boats. We also ensure that we wash all food in drinking water.

### **CLOTHING AND WHAT TO BRING?**

Dress is usually informal in Indonesia due to the warm, humid climate and lightweight fabrics are recommended . So normally it is shorts and t-shirt by day (even if it rains because it's warm tropical rain) and at night the dress code is casual. Light windbreakers, wraps, or sweatshirt should also be considered as it does cool down at night (or in case of the occasional rain storm).

### **DO YOU RUN A LAUNDRY SERVICE?**

Yes, we offer an in-house laundry service at the resort, for an additional charge. If you leave laundry in the morning, it is normally back in your room by the early evening.

### **IS THERE RESORT ETIQUETTE?**

In consideration of local customs as well as of other guests, we kindly ask that our female guests refrain from topless sunbathing by the pool and also that guests are covered when eating in the restaurant.

### **WHAT IS THE WEATHER LIKE?**

The average temperature is between 23-32 degrees Celsius (73-90 Fahrenheit). Average humidity is around 60-70%. Generally speaking, the "official" rainy season begins in November and continues through to March. However, it is unusual to have continuous rain during the day. The norm is for it to rain at night, ending by early morning. Occasionally rain showers begin in the afternoon but typically do not last long. The rain will not interfere with your diving and we have never cancelled dives as a result of rain.

### **DO YOU OFFER MASSAGES?**

Yes! We have local massage therapists with strong hands, a gentle touch and a real skill for providing relief for your body after a hard day of diving!

### **WHAT CAN I BRING TO HELP THE LOCAL VILLAGE AND CHILDREN?**

For the local children, we recommend anything educational or healthy. Note pads, pencils, erasers, maps, rulers, craft supplies, crayons or basic school or coloring books would be greatly appreciated.

### **DO YOU RECOMMEND ANY SPECIAL INSURANCE?**

We hope that you do not have to ever use your insurance but we do recommend you purchase, at the least, trip cancellation/interruption insurance to cover any unexpected issues that may occur.

You should also have adequate medical insurance to cover any incidents. We also recommend you consider purchasing supplemental dive insurance, offered by many firms such as Divers Alert Network (DAN), PADI, and Dive Assure. These companies offer specific dive-related policies that often include travel, gear and accident coverage all in one comprehensive policy.

### WHAT ABOUT GRATUITIES?

These are not included in your package and are not mandatory. If you feel the Lembeh Resort staff and the Critters@Lembah Dive crew have helped to make your trip enjoyable and you have enjoyed a superior level of service then please feel free to leave a gratuity. We are proud of our team and hope you feel the resort staff and dive guides did an excellent job. We would like to point out that gratuities for the Resort and Dive Operation are separate and at the end of your stay you will be given two envelopes for your use. Gratuities may also be charged to your credit card, just ask before you pay your bill to have the gratuity added.

### DO I NEED TO PAY A DEPARTURE TAX?

No, tickets purchased after February 10th, 2015 have the departure tax included.