

Our Namale team is here to assist you. Should you need to contact us during your stay, please use the below phone extensions.

Reception (24 Hours) – Dial 101

From 6am - 10pm, Reception can assist with scheduling activities including diving and other off-site excursions, bula cart service around the resort, domestic & international travel questions, and can connect you to all if you are unsure of who to reach. Between the hours of 10pm - 6am, Security is available for overnight assistance.

In-Room Dining (7am – 9pm) – Dial 126

Please see the breakfast, all day, and cocktail menus on pages 6 - 9 for food and beverage selections.

Spa (9am – 5pm) – Dial 129

Please see the spa menu for spa treatment services and descriptions.

Medical Needs (24 Hours) – Dial 101

We know that a medical need in a foreign place can be extra stressful, which is why we will do everything we can to help. Please dial our reception desk and our staff will help connect you with the services you may need. For urgent matters, you may also dial 113 for the General Managers' residence.

WiFi Service

All bures and villas at Namale are equipped with Wi-Fi on the NamaleGuest network.

For security purposes, the password changes occasionally. For this reason, contact Reception (Dial 101) for the current password.

Bandwidth here in Fiji is much lower than most people are accustomed to in North America, Europe, Australia, New Zealand, and parts of Asia. Web activity that requires higher bandwidth—such as streaming videos, may not function as expected.

In addition to all bures and villas, WiFi is available in many common areas throughout the resort.

Check In 3pm | Check Out 10am

If your departure is not until later in the day, please contact Reception (Dial 101) to have your bags held at Reception so you can continue to enjoy the resort for the remainder of your stay.

Gratuities

The Namale staff is, by their nature, extremely helpful, friendly, and kind. Per Fijian culture, they are not gratuity-minded. Also, there are more than 200 Namale staff members who work very hard to make your Namale experience memorable, most of them working behind the scenes. We discourage our guests from tipping individual employees.

As an alternative, most guests choose to support one or more of the three staff funds that Namale manages on behalf of its employees. Below is a description of those funds. If you would like to contribute to any or all these funds at the end of your stay, a form will be provided for you to complete prior to your departure.

- **Staff Appreciation Fund**— Each year in December this fund is equally distributed amongst our entire local Fijian staff members, based on days and hours worked over the past year.
- **Education Fund**— This fund is used for a variety of projects. This fund supports children of all Fijian staff members by paying for uniforms, college scholarships & the transportation of the village kindergarten students to and from school, as well as continuing education opportunities for Namale staff members.
- **Medical Fund**— This fund serves to close the gap between the medical treatment that the Fijian government provides to its citizens and the medical needs of our staff and their families. Annual physical exams, dental treatments, hospital care, and prescription drug assistance are all areas that this fund supports.