

## GENERAL QUESTIONS

### ✘ **Where are the best places to snorkel and swim near Namale?**

Some of our favorite snorkel sites include Lepper's Wall, Eagle Ray Point, and Paul's Corner. For a quick swim, enjoy the crystal-clear waters at Main Beach—just steps from the beach shower. Masks are available to borrow at the Dive Shop for an effortless underwater adventure.

### ✘ **How expansive is the Namale property?**

Namale spans 525 lush acres across both sides of the Hibiscus Highway. All 22 bures and villas reside on the ocean side of the property, while our private waterfall, organic farm, and tropical rainforest await just across the road.

### ✘ **Which excursions are available at an additional cost?**

We offer curated outings such as trips to Vuadomo Waterfall, a scenic salt river drift, and sandbar snorkeling. Guests may also book the J. Hunter Pearl Farm tour, KokoMana chocolate experience, or a private fishing charter. Visit Concierge or dial 102 for rates and availability.

### ✘ **Where can I shop for souvenirs?**

Explore authentic Fijian crafts during our Friday market at Lasalasa or join our Saturday morning Savusavu Town Tour. You'll also find thoughtfully selected, locally made goods in Namale's boutique, open daily. For alternate town visits, contact Concierge.

### ✘ **What are the tipping customs?**

Namale embraces the spirit of shared community. Should you wish to leave a gratuity, we offer three meaningful funds: Educational, Medical, and Staff. Each supports our team and the local community. A contribution form will be provided on your final evening.

### ✘ **Can staff receive individual tips?**

Spa therapists may graciously receive individual gratuities. This can be done at the spa desk after your treatment or through Reception during your stay.

### ✘ **Do we need local currency?**

Purchases at Namale may be charged to your room and settled by credit card. While most places in town also accept cards, Fijian Dollars (FJD) can be exchanged at the local bank or Western Union should you wish to carry cash.

### ✘ **Can I take kava home with me?**

Yes, most countries—including the U.S., Australia, and New Zealand—allow up to 2kg of powdered kava per adult, provided it's declared at customs. Please verify current import guidelines before traveling.



**✘ How far is Savusavu town from Namale?**

The charming town of Savusavu is just a 10-minute drive (approx. 5–6 km) from the resort.

**✘ What is the dress code at the resort, in town, and in the village?**

Resort and town attire is casual—think sundresses, shorts, and sandals. For village visits, modest dress is required: ladies, please cover shoulders and knees with a skirt, dress, or sarong. Men may wear a sarong or long trousers with a shirt. Namale sarongs in your room are yours to wear and keep.

**✘ What can we do after check-out time on departure day?**

You're welcome to enjoy the full resort experience after bure check-out until your airport transfer. Activities and dining remain available, and spa changing rooms offer showers for your comfort before departure.

**ABOUT THE BURES & VILLAS****✘ How do I use the safe?**

We strongly encourage our guests to place all valuables into the room safe as soon as you check in. There is no need to carry money or credit cards while you are on property. Any property purchases can be billed to your room and settled upon check out. Namale accepts no responsibility for any items that may be lost or stolen during your stay.

To Close the Safe

1. Press the Reset button located behind the battery cover. A beep will sound.
2. Input your new user code (3-8 digits), followed by the # key.
3. Close the door and turn the knob anticlockwise.

NOTE: If you wish to change the code again, repeat the steps above.

To Open the Safe

Enter your code followed by the # key and wait for the green light, then open the safe.

If the code is entered incorrectly, the warning light will turn on. If an incorrect code is entered 3 times consecutively, the safe will automatically lock for 20 seconds. Another 3 incorrect entries consecutively, the safe will lock for 5 minutes.



### ✘ **How do we communicate we do not want to be disturbed?**

The shells on the braided coconut husk rope are called “buli”. Simply hang the buli on the outside of your door if you wish to sleep in or do not want to be disturbed.

No team members (housekeeping, room service or maintenance) will knock or enter without permission. We kindly ask you to remove the buli when you're ready to receive service again. Vinaka for allowing us to respect your space in the spirit of Fijian hospitality.

### ✘ **How do we use the Bose speaker?**

We welcome you to enjoy your favorite music with our BOSE Bluetooth speaker.

Press the power button on the speaker to turn it on.

To enter pairing mode, press and hold the Bluetooth button until you hear a tone or the Bluetooth light begins blinking. This means the speaker is in pairing mode.

On your device, go to Bluetooth settings and turn Bluetooth ON.

Look for “BOSE SoundLink” (or similar name) in the list of available devices. Tap to connect. You'll hear a tone once the connection is successful. Now you can play music from your device.

### ✘ **How do we connect to the WiFi?**

Stay connected during your stay with our complimentary Wi-Fi. On your device, go to Wi-Fi settings and choose the NAMALE GUEST network.

For safety and security reasons, the password does change. Therefore, please dial 101 for Reception to receive the current Wi-Fi password.

Once entered, your device will connect automatically throughout the resort.

### ✘ **How often do the linens get changed?**

At Namale, we celebrate the beauty of Fiji and the gift of the environment every day. Many guests have asked to partner with us in this effort, and for this reason, we change your sheets every three days. If you would like your sheets changed more frequently, please leave your buli (the braided rope with two shells) on the bed when you depart for breakfast, and we will gladly provide fresh linens.



### ✘ **How do we use the French press for coffee?**

Room service is pleased to deliver coffee from 7am – 9pm. Outside of these hours, or if you prefer to brew your own, please feel free to use the French press provided.

Use the kettle provided to bring fresh water to a boil, then let it sit for 30 seconds to cool slightly (ideal temperature is just below boiling).

Add 2 tablespoons (10g) of ground coffee for each cup (approx. 1 cup = 240ml). Adjust to taste.

Pour hot water slowly over the coffee grounds until the French press is about halfway full. Stir gently with a spoon. Add the rest of the water, place the lid on with the plunger pulled all the way up.

Let the coffee steep for 4 minutes. Then slowly press the plunger all the way down. Pour into your cup and enjoy!

### ✘ **Is smoking permitted anywhere at Namale?**

Smoking is only permitted on the outdoor deck of your private bure or villa. For safety and sanitary reasons, smoking of any kind is not permitted inside any of Namale's bures, villas, or other buildings. Failure to comply with this policy is subject to fines and may lead to us asking you to leave the resort without a refund. We thank you for your cooperation.

### ✘ **How do I customize and use the complimentary mini bar?**

The mini bar is refreshed daily with a curated selection of beverages and snacks. You can either fill out the mini bar request form in your bure, or dial 126 for Room Service to submit your requests. Whether you prefer sparkling water, tropical juices, or a bottle of champagne, we're happy to tailor your experience to your tastes.

### ✘ **Are there any exclusive offers for a return trip to Namale?**

Our Returning Guest Incentive Program offers our best offer for a return home to Namale. To participate, simply leave a deposit prior to departure and when you're ready to schedule your return, receive 15% off our published rates for any bure or villa category, combinable with any promotions available for your travel dates. We are happy to work with your preferred travel professional to apply your exclusive 15% off.

