

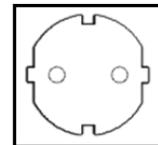
Know Before You Go...

Lembeh, North Sulawesi

QUICK KNOWLEGDE...

A must-read for anyone heading to Solitude Lembeh Resort for the first time

- ⚡ **Manado Domestic and International Airport:** Sam Ratulangi Airport (IATA: MDC)
- ⚡ Foreigners with [Visa Exemption](#) from 169 countries will be granted Visit Stay Permit for 30 (thirty) days. You must possess a valid **passport** with minimum validity of 6 (six) months and with at least 2 blank pages for visa stamp.
- ⚡ The official **language** of Indonesia is Indonesian, but English is also the working language of the country.
- ⚡ **Time Zone:** GMT +8 (where Solitude Lembeh Resort is)
- ⚡ **Climate:** Tropical Climate with an annual mean temperature of 28°C (82°F). Rain is frequent between the months of December to February.
- ⚡ **Water Temperature**, like most tropical countries, varies between 27°C and 29°C (81°F - 84°F) with thermoclines due to the ocean trenches that surround the Philippines.
- ⚡ **Currency is in Indonesian Rupiah (IDR).** Solitude Lembeh Resort accepts only in local Indonesian Rupiah cash and **credit card** (Visa/Master Only). We do not accept any travellers' cheques.
- ⚡ **Electricity and plug sockets** are the same as in the EU (Single phase 50 cycles, 220volts AC). All power sockets in the room (and throughout the resort) are 220V 50Hz rated and do not have regulated Uninterrupted Power Supply (UPS). UPS is only available in the Camera Room facility located next to the dive center. We are however in the process of switching to universal power sockets throughout the resort.
- ⚡ **Duty-Free Allowance** – Maximum 1 litre of any alcohol and no more than 200 sticks of cigarettes, 25 cigars or 100g (3.52 ounces) of tobacco.
- ⚡ **Postal service** is provided by POS Indonesia – ems.posindonesia.co.id. Do note that all inbound items sent by couriers (DHL, FEDex, UPS) or international postal services are subject to Customs and Duties. We strongly discourage you from sending anything such as your diving equipment or accessories to our resort by courier.
- ⚡ **Diving** – We have Enriched Air Nitrox, 100cuft/15L cylinders and support side-mount too. DIN valves with yoke adapter on our cylinders. Please refer to page 4 for more information.
- ⚡ Laundry, Babysitting, Spa/Massage, Tours and Excursions are available
- ⚡ In-Room amenities include air-conditioning, ceiling fan, writing desk and wardrobe, electronic in-room personal safe, in-room coffee/tea making facilities, refrigerator, ensuite toilet and shower, bathrobe, slippers, hair dryer, shower amenities, and LCD TV with international channels
- ⚡ **Internet** Access via WIFI is complimentary
- ⚡ **Medical** Service facilities include international hospital within 30mins from our resort and 90mins to the only recompression chamber (located in Manado)



If made to complete an **Indonesia Immigration arrival form**, indicate “Solitude Lembeh Resort” as your address in Indonesia.

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Travelling to Solitude Lembeh Resort

Sam Ratulangi Airport (IATA: MDC) in Manado is serviced by SilkAir (a subsidiary of Singapore Airlines) from Singapore four times a week (Mon/Wed/Fri/Sat). The flight time is approximately three hours. There are also flights from a few cities in China however, these are chartered flights and may not be available for public sales.

There are multiple (different airlines) daily flights via domestic carriers from Makassar, Surabaya, Bali and Jakarta flies to and from

MDC.

MDC Airport Terminal Passenger Fee/Tax is no longer payable at the airport and is now included in the price you pay for your air ticket.

Our Resort is located near the seaport town of Bitung, approximately 90-minute drive (traffic dependent) from Sam Ratulangi Airport (MDC) or Manado, the capital city of North Sulawesi.

What is the difference between the Villas in the Resort?

There are 2 Seafront Villas which are located on the waterfront. The bedroom and bathroom totalling 45 sqm are substantially larger than the 8 Garden Villas. The Seafront Villas have large decks and gazebos overlooking the beach and the Lembeh Strait.

Check-In or Out

Check in time is from 1400Hrs and check out time is before 1200hrs

We will try to accommodate earlier arrival guests based on the availability and the readiness of each designated villa. If not available, the guests will be directed to the Restaurant while waiting for their villa and will be served with our special welcome drink and simple sandwich on the house (First drink).

We will also endeavour to offer one to two hours extended check out time, subject to villa availability. Any extended stay until 06:00 pm is subject to 50% of the villa rate, after which it will be charged one full night room rate.

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Do we serve alcohol?

We have a choice selection of wine, cocktails, spirits and local beer at our bar. We allow any consumable alcoholic beverage not bought from our bar to be consumed in our resort premises but there will be a corkage charge if supplies and services are required from our bar or restaurant.

Is there a babysitting service?

We are able to arrange a babysitter subject to availability. Please inform us at least a week prior to your arrival for rates and confirmation of availability of a babysitter.

Is there any spa or massage service?

Just let any of the staff know the time you'd like to have it, and the massage therapist will come to the room. A proper massage facility is in the works and will be ready by 1 March 2018. Once ready, all massage services shall be conducted at the new, more conducive facility.

Are there other excursions/tour programs besides diving?

Yes! We have a suite of activities you can choose from – Full day excursions with local guides to the Minahasa Highlands and to the Tangkoko National Park for a chance to see the rare crested black macaque, hornbills and the world's smallest primate (the Tarsius spectrum), a 3-hour trip to the local fish market and Bitung town, trekking and rafting trips can also be arranged upon request.

What Do I Need To Pay at the Resort?

Essentially, unless specified in your purchased package, Equipment Rentals, Excursions and Tours, EANitrox, Alcohol, Laundry Service, Lembah Straits Marine Park Entrance Fee (50,000IDR per person as of 1 Dec 2017). Marine Park Fees permits will be collected on check-in. You will pay the other incidental expenses at check-out. **Mode of Payment is in CASH (IDR) or Credit Card Visa/Master Card.** We do not accept any travellers' cheques.

Money Changer/Currency Exchange Services

As foreign currency notes are scrutinised for the authenticity and condition (no marks, no flaws, etc.), we do not provide currency exchange nor accept foreign currency as payment at our resort. **Mode of Payment is only in Indonesia Rupiah (IDR) or Credit Card Visa/Master Card.**

You will find currency exchange service at any international airports or use the local Indonesian ATM withdrawals with your debit/credit card to obtain Indonesian Rupiah.

Do we have WIFI? Do we have internet? *Yes We Do!*

Solitude Lembah Resort provides complimentary internet access at the Resort. To



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access the internet, our guests will need to connect via our WIFI Network Hotspot and use their sign-in credentials that will be provided upon check-in.

As connectivity can be affected by weather and is also reliant on a 3rd party service provider, Solitude Lembeh Resort, her staff and management are NOT responsible for any inconveniences and/or loss of income, data or information which may arise due to the lack of the service, partially or completely.

Local SIM Card? Can I get Mobile Data? *Yes, You Can!*

Pre-Paid SIM cards are easily accessible! In fact, they are available as soon as you exit from the baggage collection at the airport! There are many mobile telecoms providers – but the main, and recommended one to choose is Telkomsel. Upon purchasing, you can have the sales person help you set up your chosen prepaid package.



The Diving

Is there a “best” time for diving in the Lembeh Strait?

You can enjoy diving in the Lembeh Strait every day of the year. The Strait is protected by the northern tip of North Sulawesi and the 10-kilometre long Lembeh Island, providing good surface conditions for diving all year round. Seasonally, more rainfall is expected between December and March.

What is the average water temperature in Lembeh?

Temperatures range between 26 and 28 degrees Celsius (78 to 82 Fahrenheit). However, in Lembeh Straits, Water temperature can drop slightly lower than 26 from July to September.

What kind of wetsuit should I wear?

We recommend at least a 3mm full suit with hood. A 5mm suit will keep you warmer as dive durations can be long.

Is there any shore diving at Solitude Lembeh Resort?

Yes! We have a purpose-built jetty where you can do unlimited house reef dives between 1000hrs to 1500hrs. Every diver should adhere to the no-decompression diving practice and adequate surface interval between each dive.

Is there any equipment rental at your Dive Center?

We have Mares dive equipment and dive computers available for rent. Please let us know what you need in advance. We also do have a purpose built camera room, for charging your batteries and storing your cameras during your stay.

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Can I take diving certification courses at SLR?

Yes, we offer the PADI experience, entry to advance (up to Divemaster) scuba certification and Enriched Air Nitrox certification courses.

What is the time frame for diving?

Usual dive time is between 0800Hrs and 1500Hrs. Any diving outside of these hours will need to be arranged with the dive center and will be subject to additional charges. Our common boat dive schedule is 0800hrs, 1100hrs and 1430hrs. Dusk dives at 1700hrs and night dives at 1800hrs, both at an additional charge..

Must I always dive with a guide?

It is advisable to dive with our guides as the critters of Lembeh Strait are well camouflaged. Our experienced guides, who are familiar with their habitat and behaviours, will help you find these elusive critters.

Do we have Nitrox? *Yes, We Have!*

Although the standard mix for EAN is 32%, on most dives we have made an educated decision to provide in the proximity of EAN30 to EAN31 instead, to allow a safer M.O.D. EAN 30% would provide some degree of depth buffer if you are caught especially in a down current, but will still allow ample extended length of bottom time (compared to normal air). We provide a complete all-inclusive diving package with EAN use and also daily EANitrox uses are as follows: USD10 per dive OR USD25 for 3 Dives per day. Proof of EAN certification must be presented with no exceptions.



DIN or International? We have both.

15L/100cuft Scuba Cylinders?

Yes we have. It is an additional US \$20 per cylinder per diving day. Subject to availability due to limited inventory.

Side-mount Diving?

- Additional 12L/80cuft cylinder with air: US \$10 per cylinder and fill
- Additional 12L/80cuft cylinder with EANitrox: US \$20 per cylinder and fill

Rebreather Diving? Twins?

No, we do not support Rebreather Diving and do not have Twin-Tanks for technical diving.

Drone/UAVs



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Currently, there is no restriction or regulation to the flying of Drones/UAVs in the region. This may change however without any prior announcement from the authorities.

For More Information

- ⚡ [Solitude Lembeh Resort Data Sheet](#) - More details about the Resort, Villas, facilities and amenities.
- ⚡ [Solitude Lembeh Resort Rate Sheet \(including All-Inclusive Packages\)](#) – Rates for Rooms, Services, Packages, Equipment Hire, etc



Forms

- ⚡ [Registration Form \(English\)](#) - Also known as Form A - Compulsory for all guests
- ⚡ [General Liability Release Form \(English\)](#) - Also known as Form C - compulsory for all guests

... With these tips, we hope we have helped you better prepare yourself to travel more comfortably. If you have any other questions, please feel free to

emailus@solitude-lembeh.com

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