



FAQs & GENERAL RESORT INFORMATION

(February 2023)

BEFORE YOU ARRIVE . . .

TRAVEL DOCUMENTATION - Visas are not required for citizens of the USA, Canada, Australia, UK or New Zealand. Should you not be a national of one of these countries – please refer to your consulate for entry requirements into Fiji or this list of visa exempt countries for Fiji (2021):

<http://www.immigration.gov.fj/travel-requirements/visa-exempted-countries>

Travelers passports must be valid up to 6 months after your return date of travel.

FLIGHTS – Fiji Airways offers daily flights from LAX, San Francisco, Honolulu, and Vancouver (Canada).

Majority guests will cross the International Date Line on the arriving southbound flight & will lose a day, however a day will be gained on the returning northbound flight home.

Should you wish to look up the flight schedules, please do so directly on the Fiji Airways website:

www.fijiairways.com // 1-800-227-4446. You may use our promo code "DIVEBEQA" to receive a discount on most flights.

TRAVEL INSURANCE - We HIGHLY recommend trip insurance in case of any unforeseen issues that arise since we do not offer refunds.

VACCINATIONS / COVID – No longer required to travel to Fiji.

WHEN YOU ARRIVE . . . BULA!



TRANSFERS TO & FROM BEQA – Majority of our packages include both ground & boat transfers to & from the resort. Ground transfers by our bus / taxi services from Nadi Airport (or surrounding hotels close to the airport) to Pacific Harbour are ±2.5 – 3 hours. The transfer will stop briefly in Sigatoka for a comfort bathroom break & then proceed on to Pacific Harbour where you will be met by the transfer boat. Departure is at 10am or 4:30pm. Boat departs from Beqa 8:30am Transfers from Suva Airport to Pacific Harbour are ±1.5 hours. The boat crossing from Pacific Harbour to Beqa is ±45 minutes (weather & tide dependent).

Charter boat outside of scheduled service can be requested for an add'l \$150 USD flat rate.. there are blackout times we cannot do this... please check with resort to find out if this option is available for your needs.

ACCOMMODATION – Beqa has 25 villas (called 'bures') 12 beachfront bures all with sundecks, hammocks & private plunge pools. 6 koi pond bures & 3 secluded garden bures. We also have 4 Two-Bedroom Oceanview suites that are spacious and comfortable for families or friends traveling together.

FACILITIES & AMENITIES: BURES – All bures are equipped with air-conditioning, ceilings fans & screened windows. The resort regularly sprays for mosquitoes, plus incense coils are used regularly around the resort.

We do however, encourage guests to bring additional bug spray for their own comfort & walking around the property in the evenings.

Tea & coffee making facilities are available in all rooms & hairdryers may be requested from Reception on arrival. Shampoo, conditioner, shower gel & coconut soap are provided along with bath & hand towels.

HOUSEKEEPING – The bures are serviced daily, with a linen change on Tuesdays. Should guests not want their rooms to be serviced, there is a Do Not Disturb option available & the housekeepers will honor this request simply leaving fresh supplies on the deck.

LAUNDRY – Each room has a laundry bag or basket & should you wish housekeeping to take care of your laundry, guests can complete the laundry slip provided, put it the laundry bag / basket with the laundry & leave this at the front door for housekeeping to take. It will either be returned that same evening or the following morning & the nominal charges will be added to your invoice to be settled on departure.

ELECTRICITY - All electrical power is 220 – 240V with Australian style narrow 3 prong sockets (as below). Please ensure you bring an adapter & converter in order to power or charge any devices which use 110 – 120V. There is a small 110V panel in Reception for charging of equipment if need be – however there are limited slots available on this panel.



DRINKING WATER – Our water comes from the high mountain spring & is perfectly safe for guests to shower in & brush their teeth with. However, we do not suggest guests drink the tap water & have provided a water cooler in the dining room with filtered water where guests are welcome to refill their water bottles. Alternatively, bottled water is available for purchase from both the bar & boutique / gift shop.

SMOKING – is only permitted outside (*i.e. any area that does not have a roof covering*) & with the consideration of non-smokers. Ash trays have been provided on the deck of each bure. Should guests smoke inside the room, an additional dry-cleaning fee of FJ\$500 will be added to their final invoice to be settled prior to departure.

MEALS & DINING – Packages include 3 meals a day & guests dine family style in our open-air beachfront Bure Kalou. Alternative seating arrangements can be accommodated if requested. The menu will vary daily & guests will be able to make a choice of dishes, including delicious vegetarian options. A limited snack menu is available for between meals & a kids menu is also available for our younger diners. Coffee & Tea plus juice and milk are included for breakfast.

Should you have any specific dietary requirements / restrictions or allergies - please advise the reservations team at the time of your booking & let the resort team know upon arrival.



BEVERAGE & BAR SERVICE – Beqa offers a wide range of alcoholic & non-alcoholic beverages with a daily happy hour from 17:00 – 18:00, featuring different cocktail specials.

WIFI - Beqa encourages guests to relax, enjoy the peaceful surroundings & disconnect as much as possible & for this reason, we do not have TVs, radios or phones in the rooms. WIFI vouchers are available from reception for a daily 24hr rate (FJ\$20 / approx US\$12) or weekly rate (FJ\$140 / approx US\$70) rate. These vouchers can connect 2 devices per voucher.

MOBILE PHONES - We do have (limited) mobile reception on the island & your phone should work but we do suggest you confirm with your carrier before departing. Should you wish to make an urgent telephone call, the office mobile phone is available for a per minute charge.

ACTIVITIES – Beqa offers a variety of daily inclusive & exclusive activities. There are sign-up sheets for the exclusive activities in the dining room & these charges can be settled with your final invoice on departure. Activities include many cultural events including the legendary Beqa FireWalkers and Polynesian fire dancers; Secret Island & Suva trips to coconut weaving, kava ceremony & a Fijian cooking show. Some activities are weather, tide & boat dependent but the Activities team will keep all our guests regularly updated.

DONATIONS – Many of our guests would like to bring a donation for the schools / villages we visit during the afternoon activities. Our staff children go to these schools & they are very appreciative of any school supply or other miscellaneous donations & gifts. We have a kindergarten, middle school & high school on the island & guests are welcome to bring any kind of donation they would like. Please feel free to contact the resort directly if you would like to see if there are any specific needs from the schools.

DIVE SHOP – Packages will include a set number of reef & shark dives. For any additional dives, night dives or gear rental etc – guests can inquire directly at the dive shop & these charges will be added to your final invoice. Please note gear rental is per day.

DIVING: NITROX – If guests would like to dive using Nitrox, please ensure your group leader or Reservations is aware of this ahead of time in order for the resort to make the necessary arrangements. Nitrox is an additional charge of FJ\$20 per tank / FJ\$240 per week.

LALI SPA – A wide range of divine treatments are available from our spa & we encourage guests to make their booking as soon as possible in order to avoid disappointment. A spa menu can be forwarded if guests would like to make pre-bookings.

All guests will receive a complimentary poolside foot massage upon arrivals & the spa has different specials available for each day of the week.

SWIMMING POOL - Our luxurious infinity pool is next to the dining room and beachfronts. Daybeds and loungers are available for guests to enjoy soaking up the sun or viewing the sunset. Pool towels are available from the Activities hut at the pool & guests are also welcome to bring their own quick dry traveling towels if they would prefer.



BOUTIQUE / GIFT SHOP – The shop is open daily & has a wide selection of items from snacks to handicrafts; dive accessories to bathing suits; BLR t-shirts & Bula shirts, as well as toiletries & limited OTC medications. All purchase charges will be added to guests' rooms to be settled with their final bill on departure.

CHRISTMAS FUND – Tipping is not customary in Fiji. If you enjoyed your stay & would like to show your appreciation through leaving a gratuity for the team – they have 2 separate 'Christmas fund' [tip] boxes: one for general resort staff & one for the dive boys. All major currencies are accepted however, guests are also able to make a contribution to either fund by adding a gratuity amount onto their final invoice & settling via credit card on departure. All the staff have collectively decided to share any gratuities equally amongst themselves as a family group & we dissuade individually tipping please. The fund is shared amongst the team twice a year in June & at Christmas time. All donations are graciously received but not expected.

CHILD POLICY - As a courtesy to those guests not traveling with children, we have adopted the following policy & only suggest our resort for children 2yrs & older. Child-minding services are available, at nominal cost per hour, where your children will be well looked after & entertained whilst you are diving or having your meals. In general, our children's dinner hour is 17:00 – 18:00 whilst the adults eat from 19:00 onwards. It is however up to the discretion of the resort should you request a different dining arrangement. A limited number of high chairs & baby cots are available upon request.

DIFFERENTLY ABLED FACILITIES – Owing to our remote location, we are somewhat limited as to what types of wheelchairs & other handicapped devices can be comfortably used at Beqa. Please contact the resort directly to discuss your requirements in detail & we will confirm if we can facilitate them.

WHEN YOU LEAVE . . .

DEPARTURE – Due to our early arrivals, the **check-out time 08:30am** & the departure boats will leave the island at this time. A late check out time of 14:00 may be requested *however* this subject to room & boat availability at the resort direct. Additional charges for lunch & the late boat may be incurred & this is entirely up to the discretion of the resort. Charter boat outside of scheduled service can be requested for an add'l \$150 USD flat rate.. there are blackout times we cannot do this... please check with resort to find out if this option is available for your needs.

All final bills will be ready the day before for guests to settle, as well as on the morning of departure.

DEPARTURE: DAY ROOMS – Most Beqa guests depart on a late evening flight from Nadi & guests will be back in Nadi between 12:00 - 13:00. We suggest securing a hotel day room at one of the airport hotels in order for guests to relax & refresh before getting on the long flight home. The cost is approximately FJ\$165 /approx US\$82 & can accommodate up to 3 adults & includes an airport transfer. Please advise your group leader or Reservations if you would like to book a day room. The sooner the better. One credit card will be required to hold the rooms.



PLEASE NOTE THAT SERVICES ARE SUBJECT TO CHANGE AND PRICING MAY VARY DEPENDING ON THE CURRENCY EXCHANGE RATES.

FOR ANY OTHER QUERIES OR QUESTIONS, PLEASE FEEL FREE TO CONTACT THE RESORT DIRECTLY ON ANY OF THE BELOW DETAILS:

Reservations: reservations@beqalagoonresort.com
Reception (general enquiries): resort@beqalagoonresort.com
General Manager (general enquiries): gm@beqalagoonresort.com
Dive Shop (dive related enquiries): diving@beqalagoonresort.com

To call the resort direct from USA:

011-679-973-0074

011-679-734-3154

USA Reservations

1-702-247-4536