

# macar@nisresGrt GUEST INFOMATION PACKET









#### **Welcome to Macaronis**

Macaronis Resort is remotely located on the beautiful island of North Pagai in the Southern Mentawai islands with prime access to the world-class left, Macaronis.

Incredible surfing is only part of the allure to this pristine and beautiful part of the world. The ocean and jungle that surrounds the resort is rich with life, prime for exploring, fishing, kayaking, paddleboarding, snorkeling, and so much more.

Macaronis Resort has always been very involved with support for the local community. Our partnership has created a symbiotic relationship of thriving for both the people of the island and the surfing community.

Come relax in comfortable accommodation, with delicious food, professional service and world-class surf in the Mentawai Islands.

- World Class Surf
- Family Entertainment
- Spa & Swimming Pool
- Restaurant & Bar
- Breathtaking Views
- Attentive & Caring Staff

# Responsible Travel



The environment that we travel and stay in, is both beautiful and unique and worthy of protection.

Macaronis Resort wishes to encourage everyone to travel responsibly with the protection of the ocean and and jungle that we travel through and stay near, always in mind.











#### **Package Inclusions**

#### The following are all included within your package:

- 3 hearty meals daily + baked goods & fresh fruit in the afternoons, appetizers & dessert with dinner
- Basic beverages (Coffee, Tea, Juice, Milk & Water)
- Air Con. Suite (Ocean / Lagoon Views). Daily Cleaning, Hot Shower, TV & DVD, movie channels & Macas live surf cam
- WIFI in room & through out the main guest areas
- All surf boat transfers & Recreation Boat Use
- Use of all recreational equipment (Soft-Top Surfboard, Snorkeling gear, SUP, Kayaks, Fishing)
- Local Silaby Village Tours and donation

#### **Package Excludes**

#### The following items can be purchased separately

- Massage & spa treatments
- High-Performance surfboard rentals
- Photo & video packages
- Laundry service
- Extra meals, snacks and drinks from the bar menu
- Merchandise such as t-shirts, caps, stubby holders
- Board Art





All extras purchased on- site such as merchandise, spa service, laundry, photography, alcohol and other snacks can be paid for in cash using Rupiah or by credit card (Visa or Master Card) at the end of your stay..











#### **Transport – to and from the Resort**

#### **Arrival at Padang**

You must arrive in Padang, West Sumatra, Indonesia, one day before your check in date. We recommend that if flying from foreign ports such as Kuala Lumpur or domestic airports such as Denpasar and Jakarta to Padang airport (PDG), you should aim to arrive early in case your flight is delayed.

As soon as you exit the arrival gates at Padang International Airport, the Macaronis Resort logistics staff will meet you and manage all your transfers from that point to Macaronis Resort. The staff will drive you to the hotel and pick you up the next morning for the Mentawai Fast Ferry,

#### **Transfer from Padang to Macaronis Resort, Mentawai Islands**

#### **Mentawai Fast**

If you are traveling on the Fast Ferry you are required to stay the night in Padang. After being picked up at Padang airport you will be taken on the Macaronis Resort bus to your hotel in Padang where you can relax or explore the town in the afternoon, and recover overnight from your travels. The Macaronis team in Padang will inform you of the time you will need to be picked up from your hotel in the morning, to be taken to Fast Ferry Terminal. This will be an early morning start.

The Fast Ferry trip length to the Mentawai Islands will vary, depending on your port of arrival, however this will be approximately 3.5 to 4.5 hours. The Fast Ferry is a 200 seat comfortable boat with two toilets and a snack bar selling cup noodles, soft drinks and beers. You will be escorted from Padang to Macaronis Resort and return by our super friendly staff member, Sunny. He will be happy to answer any of your questions you may have about the trip to and from the resort. Except for direct transfers (which will operate every 4 weeks in 2019) you will be picked up from your arrival port by a Macaronis Fast Boat and transported to the Resort in time for lunch.

If you are traveling on the overnight ferry please advise and we will send specific instructions.

### Travel Emergencies



If you miss your flight or encounter a travel emergency and **n**eed to contact us, please contact:

#### Rini:

+62 852 7471 0606

**Daus, Customer Service & Guide Phone:** 

+62 813 6354 4578

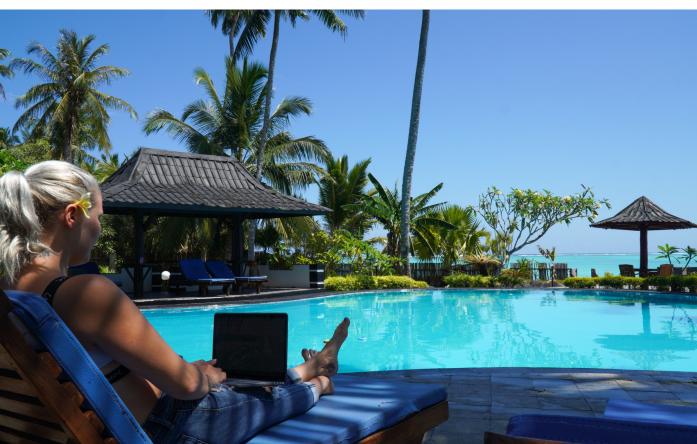
Ratna - On-Site Manager:

+62 812 4691 9115











#### **Transfer from Macaronis Resort to Padang, Mentawai Islands**

#### **Fast Ferry**

Departure days from the resort are on a Friday or Sunday. Check-out time from rooms will vary according to your destination port to catch the Fast Ferry. You will be briefed by Management at the resort the night before departure in regards to the check-out time, when bills will need to be paid, the time boards must be packed and loaded onto the boats, and the expected departure time. We request that all board bags and luggage are ready for packing on the fast boat at least 30 minutes prior to departure.

Macaronis Resort staff will transport your luggage and boardbags from the resort all the way to Padang at your departure point either at Padang airport or hotel in Padang. Just take your hand luggage or anything you need for the ferry trip back to Padang. The Fast Ferry for all departures will arrive in Padang at approximately 6pm. From there you will be taken to your overnight stay hotel in Padang by the Macaronis bus. Our staff in Padang will check your departure time from Padang for the following day, and schedule a pick up time to take you to the airport.

If you are traveling on the overnight ferry please advise and we will send specific instructions.

#### **Departure from Padang**

You will leave Padang one day after your check out date and you should schedule your outgoing flight after 11.30 am. Macaronis Resort logistics staff will discuss with each guest preferred departure times to the airport. You will be taken to the airport either from the Mercure Hote or your overnight hotel on the Macaronis bus and all your luggage and board bags will follow in the Macaronis Resort transport vehicles.

# Remote Island Travel



You are travelling to a remote, but amazing part of the world and it's well and truly worth it.

However, given the remoteness of the location sometimes itineraries need to be altered to take into consideration things such as weather conditions.

Be mindful of this – and remember this is a part of the overall adventure. Relax and enjoy!











#### Staying in Padang, food and things to do

#### **Hotels in Padang**

If you would like to arrive a day before departure to the Mentawai Islands and stay a night in Padang, we suggest the following hotels in Padang:

#### Savali Hotel

The Savali is a small boutique hotel with all the modern facilities you would expect in a quality hotel located in a very central part of Padang such as pool, wifi, cable TV, bar and restaurant. There are numerous shopping facilities nearby, good selection of Indonesian and western restaurants. There is even a well stocked surf shop and fishing tackle shop within walking distance for last minute purchases.

Rooms are around \$50 AU per night including breakfast.

#### **Mercure Hotel**

One of the best hotels in Padang. It is a large, quality hotel located in central Padang city. It boasts one of the best buffet breakfasts in the city and has a host of quality facilities including large pool, fitness center, spa, lounge, restaurant and bar. Rooms are around \$75 AU per night including breakfast.

#### **Ibis**

The Ibis is a hotel with similar quality standards to the Savali. It is larger than the Savali and has a pool, wifi, cable TV and bar and restaurant. Also located in a very central part of Padang.

There are numerous homestays and smaller budget hotels. Send us a message on our Chat facility for some advice. You can book all of these hotels on-line. If you would like to book the Savali Hotel, we can arrange this for you.

# Clothing whilst in Padang

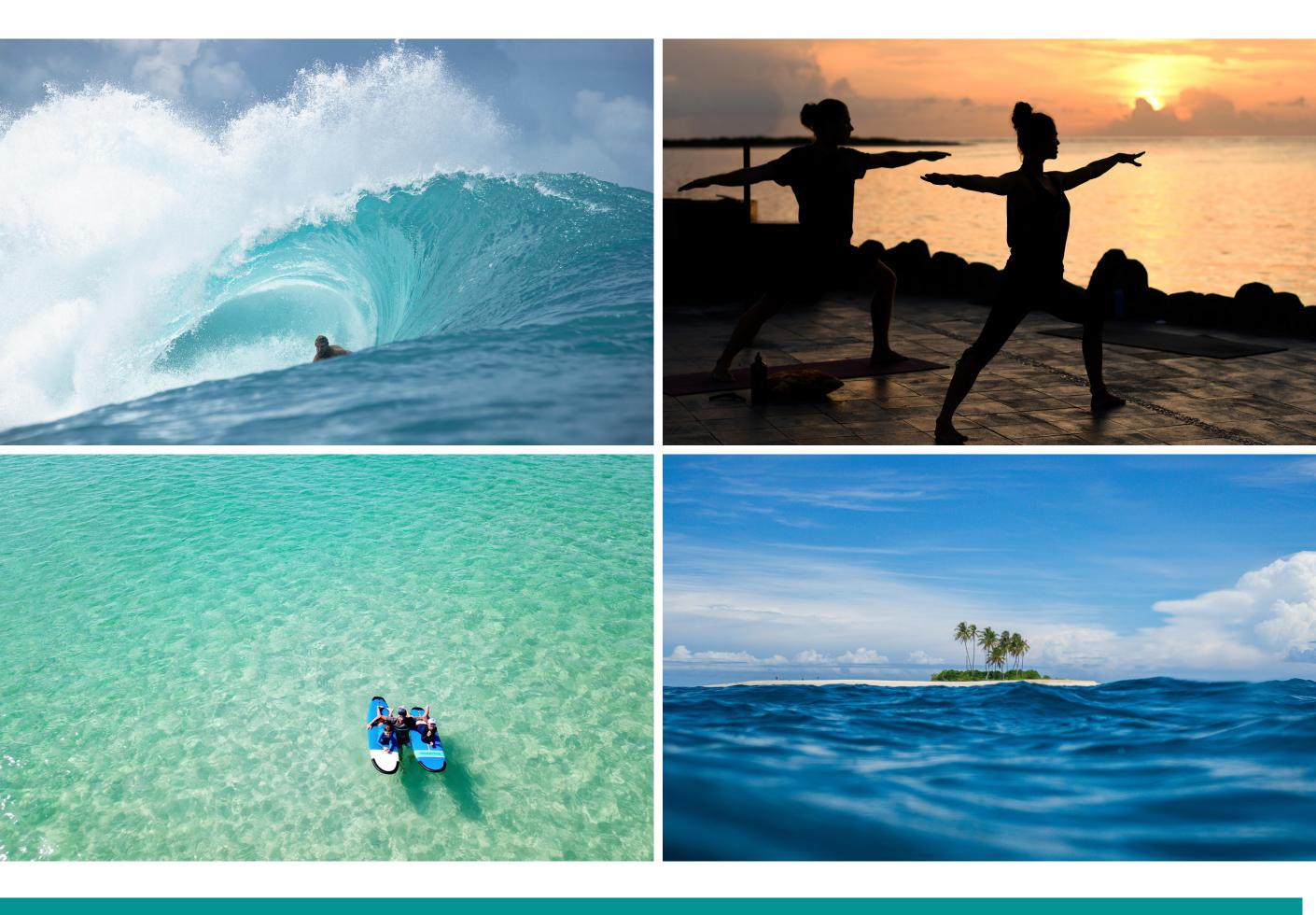


Both Men and Women in Padang (for your social comfort) Indonesia has the largest Muslim population in the world. It is important when visiting foreign countries that visitors adhere to local customs. When walking in the streets of Padang, please ensure that you are dressed appropriately both men and women and do not drink alcohol outside of licensed bars or in public. The local people of Padang are all very friendly and accepting of visitors to their city. You will have a wonderful time and probably make a few new friends.

#### **Acceptable dress standards include:**

Shirt to Cover Shoulders Pants, Long Skirt or Shorts Below the Knee





#### Staying in Padang, food and things to do **Food In Padang**

#### **Breakfast (Sarapan):**

If you have stayed the night in a hotel recommended above, breakfast will be included. If you have arrived on an early flight - Hotel buffet breakfast - Approx. RP.100,000 (\$10 AUD)

#### **Lunch (Makan Siang):**

Padang Food! Ask our staff, your hotel staff or explore on your own. Delicious Padang dishes include; Rendang (a spicy dry beef coconut curry), Soto Padang (crispy beef in spicy soup with egg), Beef or Chicken Sate (in curry sauce served with Ketupat rice), Dendeng (thin sliced beef fried or grilled with chili sambal), Gulai Ayam (coconut curried chicken), Pergedel (delicious potato cake), Ayam Bumbu (fried chicken with mild spices and vegetables).

#### Things to Do in Padang

Visit the local markets for souvenirs and a fun cultural experience Shop in the plaza mall for clothes, food, and souvenirs Walk to the beachfront for sunset meat and drinks

# Transportation in Padang



Bluebird Taxi is the best taxi service - look for the blue cab.

Catch a pimped out community van! Wave down the funky (orange or white) vans in the street. Hotel to markets or shopping mall should cost no more than Rp.5,000 per person.





#### **Country Information - Indonesia**

The Republic of Indonesia is situated between the Indian and Pacific Oceans in South East Asia and is an archipelago made up of over 17,000 islands. The majority of these islands being inhabited. Indonesia is the fourth most populated country in the world. It has the largest Muslim population of any country with other religions, such as Christianity and Hinduism, more prominent in certain locations. The people of Indonesia originate from hundreds of diverse ethnic and linguistic groups, united to form a shared national identity and the use of a single national langua The Indonesian people on the whole are very friendly and polite people. Despite the population size, Indonesia still has large areas of untouch wilderness of dense jungle and many of the islands have volcanoes – mostly extinct but some are still active.

#### Mentawai Islands

The Mentawai Islands are a chain of about 70 islands located 150kms off West Sumatra. The Mentawai Islands remain one of the most beauti locations in the world, with pristine beaches, abundant marine life and untouched jungle. There are many animals native to these islands (including species of monkey) that can be seen, although many are endangered. The prominent religion in the Mentawai Islands is Christianity with missionaries converting the people of these islands to Christianity over a hundred years ago. Whilst Indonesian is spoken by many people the Mentawai Islands, the native Mentawai language is still in prevalent usage. The people of the Mentawai Islands are very friendly and alway happy to great you with a smile.

#### For those that need to pay \$35 USD visa on arrival (or equivalent in other currency), you will not have access to an ATM prior to making this payment. Visa

As of 20 February 2019, there are now 169 countries that receive a 30-day free Indonesian visa on arrival, which is not extendable. For those to would like to extend your stay in Indonesia beyond the initial 30 days, you must pay \$35 USD for a Visa on Arrival, which can be extended. Free 30-day Visa on Arrival countries include: Australia, USA, Brazil, South Africa, New Zealand, Canada, Peru, Chile, Spain, Portugal, Italy, Ireland, France, Switzerland, Sweden and Germany. To see the full list go to this link: http://www.topbali.com/indonesia-free-visa-entry/



Indonesia requires your passport to be valid for at least 6 months in order to visit the country.











#### **Country Information**

#### Visa

For those that need to pay \$35 USD visa on arrival (or equivalent in other currency), you will not have access to an ATM prior to making this payment.placeholder

#### **Travel Insurance with Medical Evacuation**

It is compulsory for all guests to have travel insurance with medical evacuation coverage when visiting Macaronis Resort. Please provide this information at time of booking or when making your final payment and bring a printed copy of your insurance certificate to the resort. You may also email a copy of your travel insurance policy so we have it on file to access in the case of an emergency. Please include in the heading your name and trip dates, emailed to: macaronis.insurance@gmail.com

It is highly recommended that you purchase travel insurance three months prior to your trip in case you are unfortunate enough to encounter any adverse incident such as injury, illness or family emergency that prevents you from going on your scheduled trip to Macaronis Resort.

#### **Vaccinations**

It is always advisable to also check with your family doctor to make sure you up to date with all the vaccinations they might recommend for the South East Asia region.

#### **Medical Supplies**

Macaronis Resort has a comprehensive stock of medical supplies. We do however recommend that you bring your own supplies particularly non standard items or personal medications particularly if you have medical conditions or allergies that require constant treatment and monitoring. There is no large hospital or pharmacy in the South Mentawai Island, however from March 2019 we will have a guest doctor on site and we have a clinic at the resort.

## Money T



All paper currency in Padang and at the resort is in Indonesia Rupiah (IDR). To get local cash, if you have just arrived in Indonesia, use the ATM at the airport or ask the driver to stop at an ATM.

The resort accepts credit card payment (Visa and Mastercard only) for resort bar bill but we recommend guests bring some local cash in case you wish to purchase local souvenirs or items on the ferry.

Currency: Indonesia : Rupiah (RP/IDR)

\$1 USD = approx. RP. 14,000 1 AUD = approx. RP.10,000











#### What to pack

We recommend that you pack as light as possible, you're on holidays! Think sun, surf and no shoes! However, given the remoteness of our location there are a number of things we advise you to bring, some are for 'just in case' as there are no surf shops, or pharmacies out here.

#### General

- Passport (Must have at least 6 months validity remaining)
- Cash (US \$35 for Visa on Arrival If planning on staying longer than 30 days)
- Credit Card (Visa or Mastercard to pay your resort tab)
- Indonesian Rupiah (To pay your resort tab, for Mentawai souvenirs and spending money in Padang and on Ferry)
- Tropical Climate Clothing
- Light Rain Jacket
- Swim Wear, Hat & Sunglasses
- Flip Flops / Thongs
- Indonesian Power Adapter (2 Round Pins)
- Camera, Cables, Chargers, USB Stick
- USB stick (16GB or 32GB) or laptop to upload videography/photography package
- Laptop, ipad, or Phone & Cables (to access Wifi)
- Pen, Pencil, Journal, etc.t placeholder

#### **Both Men and Women in Padang (for your social comfort)**

- Shirt to Cover Shoulders
- Pants, Long Skirt or Shorts Below the Knee

#### **Toiletries and Medical Supplies**

- All Toiletries, including deodorant, comb or brush, toothbrush and toothpaste
- Mosquito Repellant
- Zinc / Sunscreen / Sunblock
- Ear plugs, Aqua Ear or Other Treatment
- Prescription Medicines (if required)
- Anti-Inflammatory Pills (if required)
- Antibiotics in case of Infection
- Electrolytes, in case of dehydration
- Special antibiotics for the treatment of skin infections
- Motion Sickness pills, (if required)
- Antacid pills, (if required)
- Pain Killers
- Band Aids, Medical Tape & Gauze
- Waterproof bandages
- Antiseptic Cream or Powder
- Aloe / Moisturizing Lotion
- A personal first aid kit if you have one
- Hair dryer, if required
- Women's Hygiene Products & Medications











#### What to pack

- Surf Boards
- Fins + Spares / Fin Keys
- Leash + Spares / Leash Ties
- Tropical Wax / Wax Comb
- Rash Guard / Surf Shirt / Wetty Top
- Ding Repair Kit / Solar Resin
- Vaseline for Rashes
- Surf Hat
- Surf Helmet
- Reef Booties
- Snorkling gear (also available at the resort)
- Flash light/head lamp (if fishing at night)
- Fishing lures (such as "rapala" and "yozuri"), if fishing

# macaronisresort

If you have any further questions let us know and see you soon in Paradise!