

# TRANSFERS TO AND FROM THE ISLANDS

The crucial part - after all we do need to get you to the resort! The following information will ensure you choose the right transfer to suit you and your itinerary.

## The Yasawa Flyer Catamaran

- This leisurely boat leaves once daily making its way up and down the Yasawa Island chain picking up and dropping off guests.
- Departs Port Denarau at 8.30am, arriving at Paradise Cove at 11.30am.
- Departs Paradise Cove at 2.30pm, arriving back at Port Denarau at 5.45pm.
- Includes a complimentary bus service transfer to/from nearby hotels in Denarau and Nadi area only.
- **Why boat transfers?** It provides a perfect and stress free option that suits a relaxed itinerary (no connection requirements).

**A note of caution:** You are travelling a large distance over the ocean. The accuracy of the timetable is dependent on the weather conditions and on occasions has arrived late. Please factor this in when making onward travel plans.

We personally do not recommend this option if you have an international flight connection on the same evening of arrival back to the mainland. When it works smoothly it is seem-less, though if Mother Nature steps in, it can affect your plans.

## Frequently Asked Questions

### Do I need a physical ticket?

No, our Transfers Team will email you a week prior with a ticket number that you can quote at check in along with your name.

Awesome Adventures, who operate the boat, provide a complimentary coach transfer from Nadi airport, which leaves at 6.50am, and makes its way past accommodation in Nadi, Wailoaloa and Denarau before arriving at the port check in terminal.

If you prefer, you can also take a private taxi for approx. FJD\$45 for a party of four people. This will offer a direct route and see you nice and relaxed at the marina.

### Can I get the boat if I land that morning?

We recommend that your flight lands at 6.45am at the latest to allow for time to proceed through customs, make your way to the port and time to check in without any hassle. Any later and you run the risk of missing the boat.

### Is there another boat that leaves later?

The only other option would be to consider a private boat charter. This starts from FJD\$1500 one way. Please let us know if you would like us to look into this for you.

### What if the weather is really bad?

Sea and weather conditions very rarely prevent travel to and from the islands. In the unlikely event that the Flyer is cancelled that day, you will need to stay on the mainland and travel the next day, or pay to upgrade to a seaplane if these are available and flying which is at your own expense. Make sure you are covered with travel insurance! If the seas are rough and the boat is still running - unfortunately you will have to either cancel and lose your ticket or grin and bear the conditions. This is deemed your personal decision and at your own costs.

### Does the boat have set seats?

The boat does not have seat numbers so you merely board and choose where you prefer to sit. We recommend you sit inside to start and then you are able to walk around when you please.

### What are the facilities like at the Marina?

We recommend checking in and then take time to relax at LULU'S. This is a great place to watch the mornings proceedings and enjoy a coffee and breakfast even, though if you take a walk around, you will find several restaurants offering breakfasts options.

### Is there a Supermarket and Pharmacy nearby?

Yes, these are both located at the port.

Hot Tip: We see many people purchase cartons of water - please note that this is not required as the resort offers free filtered tap water from the bar area. You are able to refill your bottles anytime.



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## Seaplanes and Helicopters

- This is an incredible flying experience and a great way to see the islands from above!
- Aircraft transfers are based on times and schedules that day. We will book your flight and the airline will email you directly with confirmed flight details 24 hours prior.
- Please note that specific time requests are outside of our control as the airlines schedule all flights in and around the bookings for the day. It is understandable that should for instance they only have two others flying in the morning – this may necessitate that they collect all passengers on the same flight path, regardless of requests.
- Please note that it is not uncommon to have the plane stop off and pick up or drop off passengers during your flight time, this is again to work within the scheduling needs and outside of our or indeed, your control.
- Includes baggage limit is 15kg (33lbs) per person.
- **Why air transfers?** Suits travellers who prefer to not stay in Nadi to maximise their time on the island and/or to coordinate with international flights the same day. Perfect for people who prefer air over sea!

### A note of caution:

- Due to strict aviation laws, aircrafts are restricted to fly into twilight.
- We highly recommend that you **do not** take this option if you expect a set time to be collected and transferred. The only way to request and confirm a set time is by paying to charter the entire plane at a rate of approx. FJD\$2500 one way.
- For the above reason, the per seat rate is an affordable way to transfer, and more than likely you will be accompanied by other travellers.
- A minimum of two people is required to make a reservation.
- Please note that an air of understanding and flexibility must be practiced in order to avoid disappointment if the plane shall be delayed or indeed moved forward for any unforeseen reason.

## Frequently asked questions

### How long does it take to get there?

Flights only take 25 minutes one way.



### What is the latest connection time?

Aircrafts do not depart the mainland after 3.30pm during winter months and 4.30pm during summer months.

For this reason, it is imperative that you factor in your transfer time to the aircraft base and allow one hour from time of landing to clear customs etc. It is your responsibility to arrive within the required time.

We have a nice little sister hotel called Oasis Palms which is great for our guests in transit as they offer complimentary pick ups and drop offs as well as a fresh continental tropical breakfast. Should you need somewhere to relax before or after your stay, they also offer 'day rooms' or use of the facilities while in transit.

### My flight was delayed; I'm going to miss my seaplane!

The airline will normally do all they can to place you on the next available flight though this is up to their discretion. You may have to forfeit a night on the island and reach us the following day.

### What if I am unable to reach the island due to my transfer being cancelled?

You will be advised to seek alternate plans for accommodation and all meals etc upon your own expense. As this would be deemed outside of the resort's control, the resort will not accept any liability for this interruption. (The resort will provide a mainland representative to assist you in the event that you need help)

### What if it's raining?

Seaplanes can still operate in rainy weather. Cancellations are at the discretion of the pilot and no flights will operate if your safety is in jeopardy. Please respect the decisions made by airlines - they will do all they can to get you on the next available flight! This is outside of your and also our control.

### Can I book a seaplane if I am travelling solo?

We do require a minimum of two passengers per booking however single passengers can be accepted if there is a seat available. It is subject to the booking agent and you can be expected to have to pay for two seats.

### Will I lose the pre paid accommodation and meals at the island?

Unfortunately the accommodation portion would be considered forfeited and you will be advised to consult your insurance provider. All unused prepaid meals however will be refunded to you.

*\*Please note all cancellations are treated in a very sensitive manner with a case by case scenario due to many contributing factors.*



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