



THE SANTORINI COLLECTION

GUEST INFORMATION GUIDE



Santorini
MOZAMBIQUE

reservations@santorinimozambique.com



USEFUL TRAVEL INFORMATION



LUGGAGE ALLOWANCE

SA Airlink flights departing from Johannesburg, Kruger Mpumalanga International Airport (KMIA) or Maputo allow 20kg plus 8kg hand luggage.

LAM flights departing from JHB, Kruger Mpumalanga International Airport (KMIA) or Maputo allow 20kg plus 7kg hand luggage.

LUGGAGE & CUSTOMS

All of your bags will be x-rayed at customs. Your luggage may be searched upon arrival/departure, and this might include hand luggage. Please familiarize yourself with Mozambican custom laws to ensure you are not bringing or leaving with any prohibited items or quantities.

PACKING ESSENTIALS:

Sunhats, sunscreen and sunglasses.

Depending on the season, casual, lightweight clothing and a light sweater for the evening.

Trainers or closed shoes are needed for some activities such as horse riding.

An underwater camera is a great thing to bring along if you have one! If not, we have dry bags available on each boat for all your camera/phone equipment.

IN YOUR SUITE:

(complimentary during your stay)

Charlotte Rhys shampoo, conditioner and shower gel amenities.

Kikoy gown, sarong and capulana beach bag.

Mosquito repellent, torch and bluetooth speaker.

A safe - please store any valuables in this safe. Instructions are inside the safe and further assistance, if required, will be provided by our Management team.



AIRPORT & LOUNGE

VISA REQUIREMENTS

Mozambique has rolled out Visa exemptions with temporary suspension of the pre-registration process for Visitors from Visa – exempt countries.

Visa Exemption is approved for passport holders of the following countries: America; Canada; Switzerland; United Arab Emirates; Israel; Japan; Russia; Saudi Arabia; Belgium; Denmark; Spain; Norway; Sweden; Netherlands; United Kingdom; Republic of Korea; Côte d'Ivoire; Finland; Ireland; Ghana; Senegal; Indonesia; Singapore; Germany; France; Italy; Portugal; China and Ukraine.

On entering Mozambique (Vilanculos Airport) clients from Visa -exempt countries only need the following:

- To pay MZN 650.00. There are credit card facilities, but cash is preferred (no change available). Please ensure you have the correct cash amount. USD and RAND are accepted.
- Passport with 6 months validity until AFTER the last day of your stay in Mozambique, and 3 blank pages.
- Provide confirmation of your round-trip flight details (return tickets).
- A letter confirming proof of accommodation whilst in Mozambique.

Clients from countries that are not exempt still need to apply for a SINGLE-ENTRY Visa. This can be done prior to travel via the new and improved E-Visa website: www.evisa.gov.mz or alternatively at the Vilanculos Airport. The cost is USD 150.00

SANTORINI EXCLUSIVE AIRPORT LOUNGE

Santorini's private airport lounge offers privacy and comfort for our guests on arrival and departure at Vilanculos airport.

Decorated in Santorini's signature style, this comfortable space is an extension of Santorini's hospitality with complimentary amenities, including: non-alcoholic beverages, snack station, coffee machine, coffee table books, Wi-Fi, air-conditioning.

The lounge is used exclusively for Santorini guests.



TRANSFERS & CHECK IN

GUEST COLLECTIONS & TRANSFERS

A representative from Santorini will be waiting for you at the arrival terminal with our Santorini sign board. Guests are welcomed and assisted to the vehicle, where refreshments and cool cloths are provided for the journey.

The transfer vehicle may be our open 4x4 safari converted vehicle in which case you may want your sunhat and sunglasses for the journey. The transfer takes approximately 25-30 minutes each way.

All Transfers for flights back to South African will leave the Villa 2.5hrs before scheduled departure time as these flights are considered International and a 2hr check-in time is required.

Return airport transfers are included in our rates and will be organized by our Santorini Management. Airport transfers may be shared should guests be arriving or departing on the same flight.

There is a restaurant at the airport where you can enjoy a beverage while you wait for the departure flight. You may also make use of Santorini's private airport lounge.

CHECK IN & CHECK OUT

Check-in time is 14h00
Check-out time is 11h00

On arrival you will be welcomed by your Villa Team. Before being shown around the villa, you will be asked to complete a standard indemnity form. You will be introduced to your host who along with our Villa Management are on hand to assist with anything you may need during your stay.

If you are arriving earlier or departing later, every effort will be made to make the suite available for your use. If this is not feasible you will be able to enjoy any of the Villa's main areas.

Please liaise with Villa Management on late check-out queries if they are not aware of this already.

Please note that Sole Use Villa bookings can rarely be accommodated for early check in or late check out, so please consider this when booking flights/transfers.



ACTIVITIES

All activities and spa treatments can be booked with Management throughout your stay. To avoid disappointment, it is best to book on arrival day. Some activities will be dependent on weather and availability of boats/skippers/equipment.

INCLUDED EXPERIENCES

Santorini operates the following including activities. These are subject to availability of the equipment. In the event that any of these activities require the use of a boat then the boat charter rates will apply:

- Welcome spa treatment - choose between a 15 Minute hand or foot ritual at Spa Na Colina
- Kayaks & stand-up paddle boarding
- Snorkelling equipment for boat excursions
- Beach volleyball, cricket & badminton
- Gym baskets with yoga mats, fit balls, and light weights
- Beach picnic – breakfast or lunch
- Pizza lunch experience
- A celebration of Mozambique dinner
- Veggie garden lunch experience
- Selection of kid's activities including baking, pool & beach toys, ocean & beach activity booklets and board games
- A visit to the local Chigamane Primary School, one of our Santorini Footprints Initiatives

EXCLUDED ACTIVITIES

The following activities are offered at an additional charge. Some of these activities are outsourced and therefore operated by a third party. Costs for these activities can be found on our excluded activities price list.

Some outsourced activities require prebooking in peak season so to avoid disappointment, please make us aware should you be interested in Scuba Diving or Horseriding.

- Santorini sunset dhow experience
- Santorini deep sea fishing
- Spa treatments at our onsite Spa Na Colina
- A variety of boat charter packages
- Cultural Town Tour
- Paraiso Escondido experience
- Private or group yoga sessions
- A selection of different Horse Safari options from swimming with horses to a full day fishing village tour
- Guided kite surfing lessons and equipment hire
- A variety of Scuba diving options from joint groups to exclusive dive experiences
- Scenic helicopter flights from Vilanculos airport



ADDITIONAL INFORMATION

TRANSFERS FOR OUTSOURCED ACTIVITIES

Transfers for excluded outsourced activities are charged as follows:

\$15.00 return transfer to Vilanculos town centre

\$20.00 return transfer for horse riding activities

BAZARUTO ARCHIPELAGO NATIONAL PARK FEES

Park fees for each boat trip into the Bazaruto Archipelago National Park are as follows:

\$28.00 per person per excursion

Additional \$16.00 per person for fishing excursions

There is no charge for children under the age of 12 years

Fees are payable at the Villa upon departure and are subject to exchange rate fluctuations.

BEACHES IN FRONT OF SANTORINI

The beaches in front of Santorini are surrounded by the Bazaruto Archipelago islands. The coastal waters are shallow and clear for a few hundred meters and low tides are normally showcased by meters of beautiful sand patterns as the water draws back into the deeper ocean.

With this in mind, there are no coral reefs that remain under water along the mainland. Snorkelling can be enjoyed at the various coral reefs along the islands and within the Bazaruto Archipelago. The Main land beaches are great for shallow swimming, kayaking, paddle boarding and kite surfing.

ACCESSIBILITY

Santorini is situated on a hilltop with an elevated view over the Bazaruto Archipelago.

Beach access is gained via a garden meander to a wooden staircase that leads down to the beach.

The Main Villa is also split over many levels with steps to access all Suites.

For this reason, we regret to advise that Santorini is not wheelchair friendly and can prove very challenging for guests with mobility issues.

Please do make us aware when making a reservation, should any guest have mobility restrictions so that we can discuss how best to accommodate them.

Our guests experience and comfort is of utmost importance to us, and we will assist wherever possible.



ADDITIONAL INFORMATION

MEALS & DINING

All meal suggestions are flexible and preferences on request will be provided where available.
Please communicate any food allergies to Management.

Weather dependent, each meal is set up in a private location – a Santorini signature!

TWIN ROOM SETUP

Please note that our bed bases at Santorini are a built-in design feature of the Suites and cannot be separated. For twin requests, separate mattresses and linen are provided with a bolster cushion added for an extra sense of separation. Example images available upon request.

LAUNDRY & HOUSEKEEPING

Fresh linen and towels will be supplied during your stay.
Should you wish to use our complimentary laundry service, kindly place all garments in the laundry basket provided and complete the laundry list.

Santorini accepts no responsibility for loss or damage of items from this service.

Should you have any special laundering instructions please state this on the list provided.
We are unable to offer a dry cleaning service at Santorini.



CONNECTIVITY & DRONES

DRONE USAGE

For privacy and security reasons, drones are not allowed to take footage of the villas or the property. Additionally, drone usage within the Archipelago National Park or in Vilanculos requires authorization from civil aviation and a license.

It is important to respect the privacy of the fishermen and local people if drones are used.

WIFI

We have complimentary uncapped wireless internet for your enjoyment throughout the villa. The Wi-Fi connection will automatically appear for you to join.

Connection may be affected by provider issues or power loss in Vilanculos town.

Management can provide dongles in such case, although depending on the issue, this may not resolve the loss of internet.

ELECTRICITY, TRANSFORMERS AND ADAPTERS

220 Volt electricity is available at Santorini. Plug fittings are all standard South African 220 volt 2 pin diamond shape, 2 pin circular or 3 pin South African standard plugs with USB wall ports.

Additional adapters can be provided, for use during your stay, if required. Please kindly return these on your departure.

Please note: We sometimes operate on generator power when town power goes down.

SOCIAL MEDIA

We love to see our guests sharing images and reels of their memories at Santorini. Please remember to tag us and use #santorinimozambique.

If you would like to share any of your memories with us, please send us an email and any links with sharing permission where relevant. (georgie@santorinimozambique.com)



MEDICAL & TRAVEL INSURANCE

MALARIA PRECAUTIONS

As Santorini is situated in an endemic malaria area it is the absolute responsibility of all guests to take recognized precautions by consulting a Doctor or Pharmacist prior to your visit.

Guests are to be reminded that most of these precautions require the ingestion of medication sometime prior to arrival in the endemic area.

Malaria prophylactics are at the discretion of the guest.

Santorini is fogged weekly and there are mosquito nets on every bed. These nets are put down by housekeeping at evening turndown.

EMERGENCIES & MEDICAL ASSISTANCE

All guests suites are equipped with an Ipad with the use of Skype for communications with reception. The reception desk is manned from 7am – 8pm for message communications.

In the event of emergency guests should use the calling function as shown by the villa management on check in.

Santorini has First Aid kits located throughout the property, on our boats and in our vehicles to attend to minor medical issues.

Vilanculos has a private medical hospital and pharmacy. In the event of a guest suffering a major medical emergency, Santorini is serviced by a 24 hour, 4x4 enabled ambulance from the private hospital located approximately 5 kilometers from us.

The AMS Hospital is fully equipped to respond to trauma/emergency medical treatments and has a qualified doctor on duty 24/7.

It is also Management's discretion to refuse anyone whom they may deem unsafe/unsuited to participate in any activities.

TRAVEL INSURANCE

Guests are obliged to ensure that they have taken out adequate travel insurance to cover any medical emergencies or evacuations. Guests will therefore bear the sole and absolute responsibility.





Santorini
Footprints

SANTORINI FOOTPRINTS INITIATIVE

"Happiness doesn't result from what we get, but from what we give."

Elevated on the cliffs of Kingfisher Bay, overlooking the pristine waters of the protected Bazaruto Archipelago Marine National Park, we are surrounded by Africa's wild beauty and the wonderful Mozambican people.

We believe in giving back to our local community through various initiatives and by offering the time and mentorship of our Santorini Team. Monetary support is donated for the education and nourishment of our next local generation.

For every night spent by our guests at Santorini, 1% of revenue is donated by Santorini to our Santorini Footprints Projects. Through our various initiatives, we aim to leave a sustainable and positive footprint in the lives and land of this Mozambican coastline.

PACK FOR A PURPOSE

We are proud members of Pack for a Purpose, an initiative that allows travellers like you to make a lasting impact in the community at your travel destination. If you save just a few kilos of space in your suitcase and take supplies for the projects we support in need, you'll make a priceless impact in the lives of our local children and families. ([PFAP](#))

You can also leave any of your sun cream or sunhats behind when you leave. We will donate these to the local community affected with Albinism in Vilanculos to help protect them from the extremely harsh Mozambican sun. Donations by guests are distributed by Parco to ensure fair distribution, every effort to involve our guests in this distribution is made.

SCHOOL ACCESS KIT

The Chigamane Primary School located in Vilanculos village, lies close to our heart. Santorini Mozambique partnered with ParCo to raise funds to improve the learning environment for its scholars. The donations are allocated to School Access Kits, the Chigamane Feeding Project and the Teacher Housing Project.

School access kits can be purchased in our Pansy Shell shop for \$50.

Kit includes: A Sturdy Backpack, Annual Tuition Fees, Uniform, Soap, Pens, Pencils, Notebooks & Games.

These kits give opportunity to the more disadvantaged families in the community to enrol their children in primary education.



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PAYMENTS & CONTACT

PAYMENTS

We request payment for any extra services received at Santorini to be settled on check-out. All extras will be quoted and appear in US Dollars on your invoice and credit card slip at the current exchange rate.

Should you require any other currency please advise Management and we will invoice you on current exchange rates.

We accept cash payment in US Dollars, SA Rands or Meticaïs as well as Visa & Master Cards for any additional goods/services acquired at the Villa.

Regretfully Amex cards are not accepted for extra payments at the Villa.

GRATUITIES

If you would like to give a staff gratuity, this can be settled upon check out by card or cash.

If a general tipping guideline is preferred, we would suggest between \$20-\$30 per day for your host, \$10-\$20 per activity, and/or \$20-\$30 per day for general staff.

Tipping is completely at your own discretion and is not required.
Please feel free to consult with management on site if you would like to discuss.

MANAGEMENT CONTACT

Should you wish to pass on our contact details to family/friends before travelling they are as follows:

Duty Manager mobile numbers: +258 84 644 3230

Email address: reception@santorinimozambique.com

(messages can be passed onto guests via this email address)

