

FREQUENTLY ASKED QUESTIONS

WELCOME TO WALINDI PLANTATION RESORT

The following Frequently Asked Questions may help plan your trip to PNG and Walindi. However, if you have any additional questions please do not hesitate to contact us.

DO I NEED A VISA TO TRAVEL TO PAPUA NEW GUINEA?

We highly recommend that all visitors to Papua New Guinea check current visa requirements with their local foreign mission in advance of arrival, as PNG Immigration rulings are subject to change without notice. For a list of locations visit <https://ica.gov.pg/overseas-mission-and-posts>

Most nationalities are required to obtain a tourist visa before visiting PNG. Visa applications can be made online at <https://ica.gov.pg/>

HOW DO I GET TO WALINDI RESORT?

Walindi Resort is situated on the large island of New Britain, off the New Guinea main island. The closest airport to Walindi is Hoskins Airport (HKN) which is sometimes called Kimbe Airport. You will need to book a flight from Port Moresby POM (the capital city) with either Air Niugini (Papua New Guinea's national carrier) which have daily flights to and from Port Moresby or PNG Air that also has daily flights however generally with a short layover.

Once arrived in Hoskins airport Walindi will organise your transfer by shuttle bus to the resort, approximately a one hour drive.

HOW ARE TRANSFERS ORGANISED?

Transfers are booked through the reservations department and will be operated in accordance with your flight details advised. The Walindi driver will be awaiting your arrival at Hoskins and will assist you with your luggage. If you cannot find him (he will have a Walindi shirt and a sign), the security guard at the luggage collection area will be able to point him out. You will need your luggage tags to present to security prior to removing your luggage. Hoskins airport is approximately a one hour drive from Walindi Resort.

Your departure transfer will also be organized for you. Please check with reception the evening prior for confirmation of departure time.

WHAT IF MY FLIGHT IS DELAYED OR CANCELLED?

In the event your flight to Hoskins is delayed or cancelled please ensure you contact reservations to advise of new arrival details.

If you require assistance while in Port Moresby to re-schedule your flight, locate the customer service desk for your airline and explain your situation and request assistance to re-schedule. The airline staff should then organise you overnight accommodation if necessary, shuttle transfers and issue you with a new departure time.

We do make every attempt to track down guests who may not arrive due to cancelled or delayed flights, and wherever possible obtain revised travel plans directly from the airline. Airport transfer from Hoskins will then be re-scheduled accordingly. However, we ask that guests attempt to contact Walindi Resort if they can, to advise that you will not be arriving as planned. If you do not have a phone with you, most hotels in Port Moresby will contact Walindi if requested, to advise of revised plans.

WHAT CURRENCY WILL I NEED?

The currency of Papua New Guinea is the Kina. This should be available for exchange at currency counters within most international airports before your trip. Otherwise, there is a currency exchange desk and ATM at the international terminal in Port Moresby.

If you were not planning to venture outside Walindi you will not need to carry much Kina. All extras can be charged back to your room and paid upon check out – we accept AUD, USD, Euro and Kina cash as well as all major credit cards (MasterCard, Visa, Amex, Diners, JCB). There is no surcharge for credit card payments made at the resort.

WHAT IS THE CLIMATE LIKE?

PNG has a tropical climate with warm temperatures and a great deal of sunshine year-round. The main climate here in Kimbe is 24 – 34° C year-round. The rainy season is traditionally January through to the end of March and the dry season June through to August. As PNG is situated across the equator, severe storms are rare.

WHAT SHOULD I PACK?

Lightweight, comfortable clothing for humid climate, and bathing suits are a must. A light sweater or throw over is ideal for evening, especially during the months of June through to August. Dress at Walindi is always casual. Laundry service is provided daily so you can pack light. Additional items to pack are personal toiletries, sunscreen, sunglasses, a hat or visor and bug spray or lotion.

IS IT SAFE TO TRAVEL IN PNG?

Yes, travelling around PNG is safe, but you need to take reasonable care and apply common sense as crime is a factor wherever you travel these days. Do not venture out by yourself and look after your belongings.

CAN I BRING SOME GIFTS FOR THE LOCALS?

If you would like to bring some gifts/donations for the villages, we recommend items for local schools, churches and clinics which will benefit the community as a whole. Items such as pens and pencils, crayons, books, basic first aid items or even second-hand clothing which is always appreciated. We can organise for you to visit a local school or village where you can leave gifts with the head teacher or village chief who will distribute them fairly.

ARE THERE ANY HEALTH ISSUES AND WHAT ARE THEY?

Before your trip, make sure to consult your personal physician or a travel doctor with regards to malaria preventative medication or any other vaccines you may need for your travels.

Malaria is prevalent in New Guinea but easily prevented. Regardless of whether you are taking an anti-malarial or not, the best preventative measures are to ensure you cover up during the early morning and late afternoon/early evening hours with loose, lightweight cotton clothing, and use a personal mosquito repellent. Please note that if you are diving with us, *Larium* is not recommended as an anti-malarial for divers.

CAN I BUY ANY SOUVENIRS THERE?

PNG art and handicrafts are world-renowned, and the art is extremely varied, reflecting the great diversity of cultures in PNG. There is a boutique located at the resort which sells local carvings, masks, art, and other handicrafts. We can also arrange shipping from PNG to your home at an extra charge.

IS TIPPING EXPECTED?

If you have enjoyed our services and feel you would like to leave a gratuity, it will be much appreciated. We ask that you please leave your tips with management or at reception, and not tip individual staff directly. This way tips can be collected over a period of time and distributed evenly amongst staff, as your experience at the resort is the result of a team effort, including our back of house staff. If you wish to give more to one staff member or department you can specify. Tips can be paid by cash (PGK / AUD / USD / EURO) or credit card.

We can assure you that your gratuity will be greatly appreciated by all the staff members at Walindi.

IS THERE PHONE AND INTERNET COVERAGE AT THE RESORT?

Wi-Fi Internet is available at the main resort building free of charge. Please note however that the Wi-Fi does not reach down to the Bungalows and resort rooms. If you require internet in your room, you can purchase a local SIM card on arrival at POM international airport, or turn on your international roaming. Digicel generally has the best coverage in this area, and throughout PNG in case you are travelling to other parts of PNG as well.

COULD YOU PLEASE EXPLAIN THE MEAL PLAN AND THE TYPE OF MENU THAT IS AVAILABLE?

Your meals are included in the room tariff. Our Casuarina Restaurant serves breakfast, lunch and dinner. Breakfast consists of continental options like cereal, bread, fresh fruits, juice, milk or cooked options such as eggs, bacon, sausages, French toast and pancakes. Lunch is a light affair, with a few options to choose from our a la carte menu such as burgers, sandwiches, fish and chips, and salads. Dinner is generally buffet style with Western/Asian meals with protein options, fish and plenty of sides and salads.

Please ensure you advise any special dietary requirements at time of booking and note that not all dietary requirements may be catered to due to the remoteness of the island.

DO THE ROOMS HAVE AIR CONDITIONING?

No, rooms at Walindi do not have air conditioning. All rooms are fan cooled and have large open windows to maximise the cool breeze from the sea. The library and lounge at the main resort building is air conditioned, if you wish to relax in the lounge.

DO YOU HAVE MOSQUITO NETS IN THE ROOM?

All rooms are fully netted and therefore most guests find a mosquito net over the bed is not required. However, if you would like the extra protection of a mosquito net, please speak to reception and we can organize for one to be fitted over your bed. Long sleeves and long pants as well as a personal insect repellent are recommended if outside around dusk and dawn. Insect repellent can be purchased from the Blue Taro Boutique.

DO YOU HAVE 24 HOUR POWER?

Walindi is located approximately 20 minutes drive from the main town of Kimbe and off the grid, thus Walindi's electricity is supplied by 240V 50Hz generators. To conserve valuable resources the generators will shut down completely between 11:00pm and 6:00am. The generator will be turned on prior to 6:00am if you have an early departure or early tour.

For your convenience, a battery energy bank has been installed in each room to run the fan and special 24 hour lighting while generator power is off. There is also a 24-hour charging socket in each room that operates throughout the night. Each room is connected to water tanks to provide water (via gravity feed) while the generator is turned off. You will still have running water to use the water basin, flush the toilets and take a hot shower.

WHAT KIND OF ELECTRICAL SOCKETS DO YOU HAVE IN THE ROOMS?

Most power outlets at Walindi are Type I electrical plugs (same plugs as Australia and New Zealand) with two flat, oblique blades that form an inverted V, and a grounding blade. Rooms are also fitted with a double international power point for your convenience. If you require additional adaptors please bring one or ask the staff at reception.

WHAT KIND OF SCUBA TANKS DO YOU HAVE?

Walindi has 12L aluminium tanks and both DIN and International Yoke tank fittings.

WHAT IS THE PROCEDURE IF I AM CHECKING-OUT OF WALINDI AND GOING ON A LIVEABOARD DEPARTING FROM WALINDI RESORT'S JETTY?

If you are staying at Walindi Resort prior to your liveaboard trip with MV FeBrina or MV Oceania, please note that the resort's check-out time is 10:00am. Your luggage and personal items can be kept in storage at Walindi between the hours of 10:00am and 4:00pm (until the liveaboard is ready for boarding). You are welcome to use all the facilities around the main house throughout the day or participate in any of the activities on offer. The liveaboard crew will advise you once the boat is ready for boarding and will assist you with moving your luggage. If you wish to request a late checkout from Walindi, please speak to reservations or reception to check availability.

WHAT IS THE PROCEDURE FOR CHECKING-IN TO WALINDI RESORT IF I AM COMING OFF A LIVEBOARD THAT ENDS AT WALINDI?

Final departure from the liveboards MV FeBrina and MV Oceania is 9:00am on disembarkation day. If you are departing on an early morning flight, a transfer to the airport will be arranged to depart from the liveboard jetty. If you are transferring to Walindi Resort, your luggage will be transferred up to the resort reception area by the crew, until such time as your accommodation at Walindi is ready.

Please note that Walindi check-in time is from 2:00pm onwards. Your luggage and personal items will be kept in storage at Walindi between the hours of 9:00am and 2:00pm, and you are welcome to use all the facilities around the main house throughout the day. If you wish to organise any diving/snorkelling or land based activities please notify our dive manager or tour guide, which can be contacted through reception. If you wish to request an early check in at Walindi, please speak to reservations or reception to check availability.

For any other questions about your trip to Walindi please do not hesitate to contact us.

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