

# Santorini

M O Z A M B I Q U E

THE SANTORINI COLLECTION

Guest Information Guide





Dear Guest

We are thrilled to be welcoming you to our little piece of paradise in Vilanculos. Please find below some useful information for your upcoming stay.

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## USEFUL TRAVEL INFORMATION

### PACKING ESSENTIALS

- Face masks - these will also be available for purchase in our Pansy Shell Gift Shop.
- 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)

- A kikoy gown, sarong and capulana beach bag.
- Mosquito repellent.
- A torch.
- Sound dock.
- An adapter (please see our Electricity, Transformers and Adapters section for more info)
- 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.

### VISA REQUIREMENTS

International visitors to Mozambique who require a visa, can purchase one on arrival at Vilanculos Airport. Single entry visas are currently \$50 and are valid for 30 days. There are NO credit card facilities or change available, so please ensure you have the correct cash amount. **Please note:** US dollar bills older than 2009 (old style note with a small head on it) are NOT accepted by customs.

### LUGGAGE ALLOWANCE

SA Airlink flights departing from Johannesburg, Nelspruit or Maputo allow 20kg plus 8kg hand luggage. LAM flights departing from JHB, Nelspruit or Maputo allow 20kg plus 7kg hand luggage.

Useful Information. Arrival.



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## 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.

## GUEST COLLECTIONS & AIRPORT TRANSFERS

Santorini's new private airport lounge offers privacy and comfort for our guests on arrival and departure at Vilanculos small and quiet airport. The lounge is used exclusively for Santorini guests and sanitized prior to each use. 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. Our vehicle is sanitized prior to each transfer. The transfer takes approximately 25/30 minutes each way. The transfer vehicle may be our open 4x4 safari converted vehicle in which case you may want your sunhat and sunglasses for the journey. Return airport transfers are included in our rates and will be organized by our Santorini Villa Management. Airport transfers may be shared should guests be arriving or departing on the same flight.

## CHECK-IN AND CHECK-OUT TIMES

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 quick health questionnaire and standard indemnity form. Your luggage will be disinfected on arrival.

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. Once you've settled in, they will discuss the available activity options, ask a few questions to personalise your level of interaction with staff and other guests for your comfort and assist with any queries you may have.

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.

All transfers for flights back to South Africa will leave the Villa at approximately 11h15. The flights are considered International and a 2hr check in time is required. 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.







## 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. Management is on hand to advise you on this and assist you in booking. Our guides practice strict hand hygiene and wear face masks when social distancing cannot be adhered to. All equipment is sanitized before each guest use. All our activities and experiences are tailored to enjoy privately.

## INCLUDED ACTIVITIES

Santorini operates the following activities in house which are included in the daily rate. However the activity is 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 and National Park fees will apply:

- Kayaks & stand-up paddle boarding
- Fishing & snorkelling equipment for boat excursions
- Beach volleyball & cricket
- A selection of children's cooking activities, pool & beach toys, sand-art as well as board games and other on-site kid's activities are available
- Gym baskets with Yoga Mats, Fit balls, skipping ropes and light weights
- Beach Picnic – Breakfast or Lunch

## EXCLUDED ACTIVITIES

The following activities are offered at an additional charge. Some of these activities are operated by a third party and accordingly a quote for the activity will be provided on request:

- Horse safaris
- Guided kite surfing
- Dhow sailing to the islands or a sunset cruise
- Deep sea fishing
- Scuba diving
- Spa treatments
- A variety of boat charter packages
- Scenic helicopter flights

## TRANSFERS FOR OUTSOURCED ACTIVITIES

Transfers for exclusive outsourced activities are charged at \$10.00 return transfer to the town center and \$20.00 return transfer for horse riding and diving activities.

Activities. Included. Excluded. Times.



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## MARINE NATIONAL PARK FEES

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

\$25.00 per person including children of all ages per excursion plus an additional \$15.00 per person rate for fishing excursions (subject to exchange rate fluctuations). This is payable at the Villa upon departure.

## DRONE USAGE

For privacy and security reasons we don't allow drones to take footage of the villas or our property. No droning is allowed within the Archipelago National park or in close proximity to the Vilanculos airport. The beaches around Vilanculos are drone friendly zones, although the fisherman and local people's privacy has to be respected.

## BEACHES IN FRONT OF THE VILLA

The beaches in front of the Villa 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 and snorkelling can only be enjoyed at the various coral reefs along the islands. The Main land beaches are good for shallow swimming, kayaking, paddle boarding and kite surfing.

## ACCESSIBILITY

Villas are situated on a hilltop. Numerous wide paths lead to all main areas and the spa. Beach access is via a rustic, wooden staircase.

**Please note:** Santorini is not wheelchair accessible. Please notify us on any disabilities in advance.





## MEALS AND DINING

All meal suggestions are flexible and preferences on request will be provided where available. Please communicate any food allergies to Management. Each meal is set up in a private location – a Santorini signature! All meals are individually prepared and plated and food handling procedures and are in accordance to hygiene regulations.

## LAUNDRY AND 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. Unfortunately, we are unable to offer a dry cleaning service at Santorini.

Handles, surfaces, switches, and other touch points around the shared areas of the villa will be sanitized every 3 hours and a checklist maintained. Chemical MSDS are available on request.

## EMAIL AND INTERNET

We have uncapped wi-fi throughout the property. Please feel free to use this complimentary service provided. Your computer should be able to detect this automatically. The password is provided in the rooms but should you need any assistance in setting this up, please contact Villa Management. The wi-fi signal is stronger in different areas of the property so you may need to switch amongst the various connections as needed.

**Please note:** Wi-fi at the Villa may be affected should there be an issue with the service provider or power in town. In this instance Management can provide dongles however please note that it can sometimes be limited or unavailable during these times.

## 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.







## COVID SAFETY MEASURES

We are passionate and striving to achieve the same level of intimate, luxury hospitality in a safe and comfortable environment.

Training and stringent management of these health and safety measures have been implemented to uphold our commitment to the health, safety and wellbeing of our guests, staff and surrounding community.

## GUEST AREAS

Guests will be screened on arrival into Mozambique for symptoms at Vilanculos Airport Arrivals. During your stay at Santorini, management will conduct regular non-intrusive temperature checks and we strongly encourage all guests to please notify our team should they display any Covid-19 symptoms. Should any guest display any Covid-19 symptoms while staying at Santorini, they will immediately be accommodated in an allocated isolation suite until a Covid-19 test has been conducted and the results received back.

Guest rooms including all amenities and accessories are deep cleaned and sanitized prior to arrival according to strict guidelines. A UV sanitation machine will be used to clean soft furnishing in the rooms and aircon filters are washed with hot water. Going forward we will allow our guests to decide their level of interactions with the team for their own wellbeing. This includes an option to not have a housekeeping service during their stay.

## STAFF

Our staff have undergone training sessions with the health department and will have ongoing training with the private hospital. Physical distance plans have been practiced with all our staff. All staff temperatures will be recorded at the start and end of each shift.

We are conducting mandatory staff hygiene checks and have placed hand sanitizer (containing 71.7% alcohol) in multiple locations around the villa for guest and staff use. Staff are also provided with multiple face masks so that masks can be washed daily.





## 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 on evening turndown.

## EMERGENCIES

In the event of any emergency, please contact Management via mobile phone. For your convenience, a mobile phone is located at the bar.

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.

## 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 \$10 – \$20 per day for your host/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.







## 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 INITIATIVE

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

Nestled in the cliffs of Kingfisher Bay overlooking the pristine waters of the protected Bazaruto Archipelago Marine National Park we are so fortunate to be surrounded by Africa's wild beauty and the kind and wonderful Mozambican people. We believe in giving back to those in need around us through various initiatives including the resources and time of our Santorini team and owners and monetary support in education and mentors. 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.

## 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 can accept payment in US Dollars, SA Rands or Meticaais. We accept cash payments and Visa/ Master credit cards for additional goods/services acquired at the Villa.

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

An online payment option has been introduced for check out should guests prefer not to handle cash or us to handle their card. Alternatively, our card machine will be sanitized before use and cash will be accepted.

## MANAGEMENT

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](mailto:reception@santorinimozambique.com) (messages can be passed onto guests via these email address)

Payments. Management.



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