

# FREQUENTLY ASKED QUESTIONS



MANAFARU  
MALDIVES

Frequently Asked Questions	Answers
<p>Is JA Manafaru good for families or couples?</p>	<p>We like to look after all nationalities and demographics on our little island and certainly have been told that we are ideal for both. We always tell guests you can be as interactive or as private as you wish. Also, different guests have different requirements, so we never feel too busy on the property even when full.</p>
<p>How do I know which villa is right for my family?</p>	<p>There is a 360-degree link on our website so you can tour each of our villas and residences to ensure you are able to choose the right villa for your needs before you book. Also, should you wish after your arrival to the island wish to look at some other villa types (if they are available) we will be happy to check availability for you and you can decide whether or not to upgrade. please note charges apply.</p>
<p>We are stopping off in Dubai on our way to Maldives, is it possible to stay a few nights at one of your hotels in Dubai and have a twin centre vacation?</p>	<p>Absolutely, a lot of our guests do this and please reach out to our Reservation team in either property or of course your travel agent.</p>
<p>What is the best time of year to visit to avoid rain?</p>	<p>Haa Alifu (the atoll JA Manafaru is located in) has the least amount of recorded rainfall in the Maldives. The dry season in Maldives is typically from November to April.</p>

<p>Do you have children's facilities on the island?</p>	<p>Absolutely! We have a Children's Club called "Coolzone for children from 3-11.9 years and has a children's pool, mini jungle gym, indoor games area and arts and crafts.</p> <p>We also have "Chillzone" our Teens and family space with Billiards, Table Tennis, Pétanque, outdoor game spaces, Mahjong table, movie area, games consoles and indoor game selection. This area is suitable for children 8 years and above.</p> <p>Our team also provide some additional activities around the island, some of which are complimentary and some chargeable.</p>
<p>We are an extended family can we book two Villas close to each other.</p>	<p>We will always try to reserve villas in close proximity to each other, however we can not guarantee. We do however have three beautiful Residences; a two-bedroom overwater villa, a two-bedroom beach villa and a three-bedroom island villa that are perfect for larger families or friends travelling together.</p>
<p>How do I know my International flight can match the transfer to the island?</p>	<p>We always advise guests to check flights that match our flight pattern to the island. Seaplanes are not allowed to fly before dawn or after dusk, so if your International flight arrives after 1500hrs, there is perhaps the possibility of us being able to book you on the scheduled domestic flight (should there be one) to the closest domestic airport and transfer you by speed boat to the island.</p>
<p>How do I organize a transfer to and from the island?</p>	<p>At the time of Reservation our team will assist you with the preferred mode of transport to match your chosen International flight. We are happy to guide you on the best connections to and from the island to maximize your time with us. However, this is a shared flight for either a Seaplane or Domestic flight, so you will need to leave on the recommended, scheduled transfer from the island as instructed by the third-party operator.</p>

<p>Are there any weight restrictions for my luggage on the internal Maldives flight?</p>	<p>Correct, as with all airlines there is a limitation on aircraft weight and please refer to your reservation's confirmation for the final amount per persons allowed as both internal Maldives transfers are operated by third parties. We always advise guests to pack lightly, as our dress code at JA Manafaru is relaxed.</p>
<p>What will happen if my bags are over the weight allowance?</p>	<p>The Captain on either the Seaplane (or Domestic Transfer) has the right to offload the luggage for any guest should the flight be overweight. He will likely offload excess weight luggage first in order for the flight to take off.</p>
<p>Who will meet me at the airport when I arrive into Male'?</p>	<p>We have a wonderful team at the International Airport, who will receive you and escort you to either our Seaplane lounge or the airlines domestic transfer lounge depending on your arrival time into Maldives and onward mode of transport to the island.</p>
<p>Can I book a private seaplane if my international flight is late evening and want to stay on the island longer?</p>	<p>Yes, subject to availability and our Reservations team will be able to share the prices with you to allow you to make a decision. For guests who choose the shared transfer back to Male' and have some hours to spend, we are happy to make some recommendations on hotels and facilities in Male' you may wish to use (at your own expense).</p>
<p>What are the currencies accepted and type of credit/debit card can be used at the resort once I arrive?</p>	<p>In the Maldives US\$ is used as the International Currency and can be used at checkout. You will need to sign all of your bills prior to leaving the area and they will be charged to your villa number for settlement on your last night with us. We naturally accept all Major Credit Cards; Visa, Mastercard, Amex. Union and Alipay and naturally our very own JAPay.</p>
<p>If I want a specific villa number - can you guarantee this?</p>	<p>We always try where we can to allocate personal favourites, especially for our repeat guests, but again there can be no guarantee. Allocations can only be reserved per villa type reserved (not specific numbers) to ensure we can sell all of our villas freely as needed to all potential guests.</p>



<p>I want to organize something special for my loved one – can you help?</p>	<p>You have come to the right place – it’s what we love to do. Please let your Reservations agent know in advance or discuss with your Guest Experience Manager on arrival to the island and they will take you through some ideas and suggestions.</p>
<p>I wish to learn to Scuba Dive; can I do this at JA Manafaru?</p>	<p>Absolutely, our Dive Partner ‘Best Dives’ is an expert and we are a PADI dive center. You can arrange in advance of your visit with the Dive team through our island’s reservation department. Or you can speak to the team in person on your arrival to the island.</p>
<p>Can I get married at JA Manafaru?</p>	<p>Maldives does not allow Resorts to perform legally binding ceremonies. However, we would be delighted to organize a symbolic blessing or commitment ceremony for you and your loved one. If you wish it to be a surprise, we are good at keeping secrets – please just reach out.</p>
<p>I want to feel like Robinson Crusoe!</p>	<p>We have two deserted islands just on our doorstep and we can organize for you to have a sunrise breakfast, afternoon picnic or sundowner dinner, subject to availability.</p>
<p>Is there any culture to see in Maldives?</p>	<p>Absolutely, the island of Utheemu is the cultural center of Maldives and is relatively close to JA Manafaru and we can organize an excursion for you to visit there.</p>
<p>I heard I can see Turtles in this Atoll, is this true?</p>	<p>Yes, Haa Alifu has some amazing water experiences and we have our own House Reef and Coral Restoration Project. Turtles and Dolphins can be frequently seen around the resorts waters and we have nesting turtles also on the island periodically throughout the year.</p>

<p>Are watersports included in my reservation?</p>	<p>We always suggest guests refer to their reservation confirmation for specific details, but as a rule a selection of non-motorized watersports equipment is included in your packages as well as complimentary use of snorkel, mask and fins for the duration of your vacation with us to use on your water adventures.</p>
<p>What is the dress code for the resort?</p>	<p>We are very relaxed and want you to enjoy your vacation how you wish to; Dress up or Dress down, slippers or barefoot as you please. However, we do ask you to cover swimwear when enjoying our restaurants and bars out of respect for our associates. A minimum of shorts and T shirt for men and a Kaftan or longer Kurti for woman is acceptable.</p>
<p>Does my villa have a pool?</p>	<p>Yes, all of our villas have a pool (in some villas we actually have two) and we also have two public pools, one children's pool and two spa plunge pools as well as the Ocean... so you have a lot of choice!</p>
<p>Do I have a Butler if I book with you?</p>	<p>We call our team "Experience Hosts" and their role is to ensure that as a team they look after you on a daily basis to ensure your stay with us is magical and everything you want it to be. Some of this team are accredited Butlers and we are happy to allocate a specific Butler for you and naturally additional charges apply.</p>
<p>What type of power plug is used on the resort and what is the voltage?</p>	<p>The standard voltage is 230v and the frequency is 50Hz. You can use your electric appliances on the Maldives, if the standard voltage in your country is in between 220 - 240v (as is in the UK, Europe, Australia and most of Asia and Africa). We also have electric shaving sockets, which are 110v.</p>
<p>What time does JA Manafaru use? Some islands we have stayed at previously use a different time zone?</p>	<p>JA Manafaru operates on the same time as Male', the capital city.</p>

<p>How deep is the water surrounding the water villa?</p>	<p>The water ranges depending on the tides and location in the lagoon from 1.5 to 5 meters. However, the average is 2 meters (approx.).</p>
<p>How do I get around the island?</p>	<p>We provide bicycles for all members of the family and of course you may wish to walk. A golf buggy taxi service is available periodically should you wish.</p>
<p>Can I walk around the entire island by beach?</p>	<p>Yes, it takes approximately 30 minutes and depending on the season and tides, be prepared to get your feet wet.</p>
<p>How big is the beach around the island?</p>	<p>It is important to note as with all Maldives islands that the sand will move around the island depending on the Monsoon and sea conditions. Mother Nature dictates where she places the sand and is out with the resorts control.</p> <p>Erosion is sadly due to Climate Change and the Maldives are sadly a very real example of this man-made occurrence.</p>
<p>Do you have a Doctor on island?</p>	<p>Yes, we have a Doctor (GP) for both our guests and associates. We operate daily clinic hours (Nominal charges may apply). However, our Doctor should not be considered to be an alternative to your own country physicians.</p>
<p>I have dietary requirements related to allergies</p>	<p>With some prior knowledge our Culinary team can arrange some items to make your stay with us more enjoyable and less stressful should you have specific dietary requirements.</p>

<p>I eat more healthy and vegetarian cuisines. Are you able to cater for this?</p>	<p>We provide a wide selection of dishes that are sensitive to today's style of eating in all of our venues.</p>
<p>Is Drinking Water free?</p>	<p>We provide a bottle of JA House Water per person per day in your villa and offer our house branded water in all of our outlets at a nominal fee. Desalinated water is incredibly costly to produce and we as a company have made a conscious effort to ensure we reduce our import of International branded water due to the high costs and to help reduce our carbon footprint.</p>
<p>Are we allowed to catch the fish or keep the corals/shells?</p>	<p>We know this may be difficult to do but we ask all of our guests to return the shells they have collected back to the beaches prior to their departure. There are strict rules in Maldives about catching fish/sea life around the reef and or removing shells and corals. If caught there are significant fines enforced.</p>
<p>Is there anything I am not allowed to bring into the country?</p>	<p>Yes. As we are a 100% Muslim country and therefore the following items are prohibited from being brought into the country: alcohol of any kind, pork and pork products, Non-Islamic religious material or icons. Tobacco that does not carry a health warning and any form of pornographic material.</p>
<p>Is Nudity acceptable in the Maldives.</p>	<p>For any Resort not just JA Manafaru Nudity is not acceptable in any public space including the beach. Please also be mindful when travelling into Maldives and to any resort island not to wear clothing that is to "revealing".</p>
<p>Is it permitted to cook in the villa?</p>	<p>We do not allow any guests to cook inside our villas. This is potentially a serious fire risk and carries heavy fines as well as cleaning charges. Any cooking items and utensils found in our villas will be confiscated. Our villa kettles and coffee machines are only to be used for boiling drinking water.</p>



<p>Is Smoking or the use of Shisha permitted in the villa?</p>	<p>The use of Shisha pipes is restricted to an open area within our “Infinity Bar and Pool” venue. Cigarette/Cigar smoking is permitted on the decks or terraces of your villa and in the designated spaces around the island. No smoking is permitted within the villas themselves; fines or cleaning charges will be applied to your account.</p>
<p>Is there an area in the island where we can use drone?</p>	<p>We respect everyone’s right to privacy and drone use is permissible on one of our close by uninhabited islands, but not on the resort, unless otherwise authorized. Should you wish to explore another island, please discuss with our Experience Host team as charges apply.</p>
<p>What are Goods and Services Tax (GST) and Service Charge?</p>	<p>A mandatory 12% T-GST/GST as well as obligatory 10% Service Charge is added to all Resort bills in Maldives for items sold in relation to Tourism. Unlike many resorts, at JA Manafaru you will see your bills are <u>inclusive</u> of these percentages (net) (and not ++). If you are in any doubt refer to the price list presented to you.</p>
<p>What is Green Tax?</p>	<p>Green tax is a Government tax payable by tourists who stay in tourist resorts, tourist hotels and tourist vessels to help offset the carbon footprint/ environmental impact to the Archipelago. The current charge is \$6 per person, per day and is usually payable at the end of your stay at the resort. This fee is passed by all resort to the Government.</p>

