



WHITE HORSE RESORT



WELCOME

Tamarind Bay, Nusa Lembongan Email: info@whitehorseretreat.com Mobile: +61 813 376 57357

WELCOME TO WHITE HORSE RESORT

Thank you for choosing to stay at the White Horse Resort on the exclusive island of Nusa Lembongan. The White Horse Resort has been designed to be environmentally friendly whilst affording you the ultimate in luxury and comfort. This information pack has been provided to ensure you are fully prepared for your holiday and assist you with your travel arrangements and stay at the resort. From all of the team at White Horse Resort, we hope that you have a relaxing time and enjoy your stay.

Our website describes the facilities available at the resort and on Nusa Lembongan as well as identifying the Terms and Conditions that apply. Please read these carefully at whitehorseretreat.com/booking



ARRIVAL

TRANSFERS TO NUSA LEMBONGAN

There are several ferry services that leave from Sanur Beach to Lembongan Island. Please check the following websites for departure times:

MARLIN FAST CRUISES

www.marlinfastcruise.com

TANIS FAST CRUISE

www.tanisfastcruise.com

DREAM BEACH EXPRESS

www.dreambeachexpress.com

These ferries disembark at Mushroom beach which is closest to the resort.

Book your ferry tickets online and state you are staying at the White Horse Resort. The very last ferry departs at 5.30pm.

Please advise the ferry operators of your intended destination and they will deliver you and your luggage as a part of your ferry ticket.

Please advise our Manager Milu by SMS or WhatsApp on +62 812 3605 5916 which ferry you are coming to Nusa Lembongan. If you are unsure where to go at Sanur it is best to use our recommended driver Rocky. His contact details are listed later in this document.

If possible, try and arrange your flight times so that the arrival time in Denpasar allows you to clear customs, change some money (best have the driver take you to a reputable and safe money changer), buy any consumables you may need and drive to Sanur Beach to catch the ferry. Allow a maximum of 3 hours to do this safely.

Do not bring too much Rupiah into Bali with you, just enough to pay for incidentals at the airport as the rate is always better at the reputable money changers in Bali.

Ensure you have a clean page in every passport with at least 6 months until the expiration of that passport.

Try and arrive as early as possible to avoid the additional cost of an overnight stay in Bali and maximise your first day at White Horse Resort. Should you be extending an existing Bali holiday, try and organise a ferry that will enable you to arrive for a 2.00pm check in. The 1.45pm Tanis is excellent, however you will need to pre-book.

SANUR SEA TERMINAL

This is now a world class sea terminal at Sanur Beach. All the fast ferries to Lembongan depart from here. The entrance can be tricky and difficult to navigate for first time travellers.

Use the preferred drivers for your transfers to assist you in navigating the trip from the airport or your hotel to the sea terminal.

Your check out time is 11.00am to enable incoming guests to check in at 2.00pm.

Take some things and shorts or knee length pants with you in your hand luggage to change into as you may get wet making the very short transfer from the ferry to the beach.

Our recommended driver's name is Rocky and he can arrange pick up from the airport or resort for you and any additional families. Rocky drives a near new Toyota Innova with a surf board rack if required. He is familiar with the transfers to Lembongan, knows the best trustworthy secure money changer and is familiar with all the shops we use to buy consumables.

We recommend bringing all your treats with you. Chocolates, cracker biscuits, olives, cheeses, dips, chorizo etc. It can all be brought up with you in your luggage or purchased at Grand Luck in Sanur. Goes well with the one litre each of spirits you are able to bring into Bali.

Rocky speaks excellent English and will direct you to the ferry office to collect your tickets and assist your boarding of the ferry. His local Bali phone number is **+62 878 613 8911 (WhatsApp)**. It is a local call from your international phone when you are in Bali. Make sure you have Global Roaming connected on your phone before you depart your destination. Be extremely careful with Data Roaming packages on your phone or iPad. Turn off Data Roaming unless you have organised a special rate and even then, turn off Data Roaming unless being used.

You are free to use any transfer you desire however, the driver Rocky is familiar with all that is required and his rates are very affordable at a minimum of Rp250,000 per car for transfer from the airport or your local hotel to the beach at Sanur. Additional hourly or day rates may be negotiated directly with Rocky. He will respond quickly to your text or WhatsApp message. You can also pre-book Rocky on his email rocky_bali@yahoo.co.id

Please pay Rocky before departing on the ferry.

A small tip is usually well appreciated by the drivers and the porters who assist with the luggage. You can text or email Rocky approximately a week in advance to arrange for him to meet you at the airport or resort for the transfer.

RESORT MANAGER

The manager and concierge at White Horse Resort is Milu. Her personal phone number is +62 812 3605 5916 or email mylusuyanthi1@gmail.com.

Please phone or WhatsApp her when you arrive in Bali and confirm with her your departure time and ferry from Sanur.

On arrival you will be greeted with a cold, cleansing refresher towel and a tropical fruit drink. Milu and her staff will assist you with your luggage and show you to your room.

TERMS AND CONDITIONS

Please refer to the website for the Terms and Conditions. www.whitehorseretreat.com/booking

BATHROOM & POOL TOWELS

All towels and sheets, etc. are sent off-site for laundering. We ask you to be conservative with the use of towels and re-use wherever possible. Drying racks are provided for your convenience. Please hang up to dry after each use. Our friendly staff will service and clean your room twice daily.

SMOKING

The resort rooms are strictly non-smoking. All alfresco areas are available for smoking; however we ask that smokers be courteous to other guests and use the ashtray provided.

SECURITY AND SAFETY

Security safes are provided in each bedroom for your valuables. Please ensure you use them as we will not be responsible for any losses.

The swimming pool is not fenced and it is your responsibility to adequately supervise and ensure the safety of all children. Children are not permitted to use the pool without adult supervision.

Please do not run or jump around the swimming pool. The water depth is 1.65 metres and there are personal swim outs to each unit. Bombing into the pool and diving across the pool is not permitted and we ask you to respect the other guests when using the pool.



DRINKING WATER

The water from the taps and showers is perfectly safe to drink. You will find many glass bottles of water in the refrigerator ready for your use. All the water at White Horse Resort is either harvested rain water or de-salinated bore water produced through our reverse osmosis unit. It has been treated via eight Ultra Violet water sanitisers designed to de-activate all known pathogens.

The water is filtered through two 2 metre high deep bed filters several times before reaching any available tap or shower. The second deep bed filter being "Activated Carbon" to remove any odour or taste. The salinity is less than bottled water and totally safe to drink for adults, children and infants. All ice is produced on site from purified and sanitised water. All food is prepared using treated sanitised water.

As the water is extremely pure being de-salinated, it also has had all minerals removed. For extended stays you may consider taking an electrolyte supplement such as Gastrolyte or Hydralyte.

The reverse osmosis unit is capable of producing sufficient water to service the resort, however we ask you to respect that water is a precious and expensive commodity on Nusa Lembongan and reduce showers to a minimum, turn off all taps and double check the toilet after use to ensure it does not continue to flush.

FOOD & BEVERAGES

A full breakfast with Espresso coffee is included each day. Meals at White Horse Resort are economically priced and the menu has a genuine selection of well-priced food available. All salads are prepared using sanitised filtered water.

There are several places to dine on Nusa Lembongan and most guests choose to dine out on one or more occasions. The White Horse Resort restaurant is extensive and overlooks Tamarind Bay and is serviced by a large, fully staffed commercial kitchen.

Wines, spirits, Bintang beer, San Miguel Light and most soft drinks and mixers are available from the bar and our barman knows most of the better cocktails.

All additional services and charges, including food and beverages, attract 10% Government tax and a mandatory 10% service charge, which is paid directly to the staff. They will prepare an account for you which must be settled prior to your departure. We have a credit card facility at the resort with the CIMB Bank in Sanur. The transaction will be in Indonesian Rupiah and it will attract a 2% surcharge, as imposed on us by the bank.

MINI BAR

Each unit is equipped with a sizeable mini bar refrigerator stocked with a selection of drinking water, wines, beers and mixed cool drinks. It will be replenished daily.



TOILETS

There are two additional toilets in the restaurant for your use. Each of the bedroom ensuites and guest toilets are fitted with the environmentally friendly ECO WASHER toilet seats. These utilise sanitised water and are designed for your hygiene, comfort and to minimise the use of toilet paper through the Enviro Bio Septic Systems. Once you've mastered the ECO WASHER you will be impressed by the hygienic advantages.

We are attempting to reduce the quantity of paper digested in the Enviro Bio Septic Treatment Plant and seek your assistance. Once you have used the ECO WASHER a few times you will find it difficult to go back to the old way. Use paper sparingly but at your preference. If required please use the sanitary bags supplied or ask our friendly staff. No sanitary pads are to be placed in the toilet. Please place any damp, unsoiled toilet paper in the bin provided.

SERVICES

The staff will organise additional activities for you on request. Should you require any of these services, we are pleased to arrange for you the following at your own risk:

- Surfing Lessons
- Surfing Charter
- Restaurant Reservations
- Boat Charter
- Day Tours
- Diving & Snorkelling
- Underwater Explorer
- Fishing
- Day Spa Treatment
- Buggy Hire
- Sunset Cruise

SWIMMING & SWIMMING POOL

Please note the swimming pool is not fenced and you are responsible for the safety of yourself and your children at all times. Our staff will assist you with your children but will not assume responsibility for their continued safety around the pool and the beach immediately in front of the resort.

Baby sitters are available on request with suitable notice. They charge around Rp90,000 per hour. Please pay them direct.

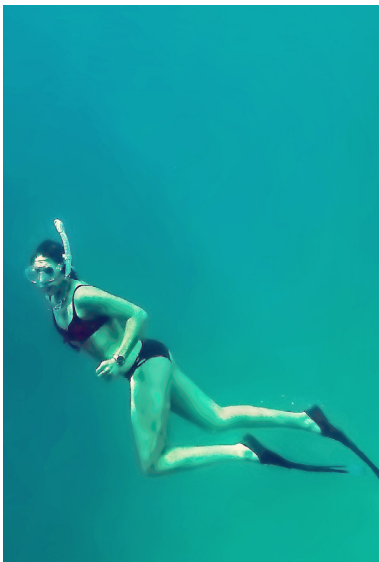
The swimming pool water is sanitised with Ultra Violet light and salt water chlorination. Running around the pool is prohibited. Diving into the pool is prohibited. **Walking along the overflow is prohibited.**

The swimming pool and other facilities such as the restaurant are provided only for the use of White Horse guests. As the villas are close and personal, we do not allow the entertainment of friends not staying at White Horse Resort.

When it is raining we ask you to be extremely careful walking around to avoid slipping over. Running at any time is prohibited.

SURFING LOCATIONS

There are several surfing locations in view from the resort. Please speak to the resort staff for local surfing information. Nusa Lembongan is 15km off Bali's East Coast of Sanur and just 30 minutes away. It's a small island with a population of less than 5,000 friendly locals. The water is crystal clear, which makes for excellent diving and snorkelling and with fewer visitors than the main areas of Bali, surfers can enjoy a less crowded surf at the breaks on Lembongan or Cenigan. Please be careful of localised water currents.



CARPE DIEM

Carpe Diem is our 11 metre power catamaran available for snorkelling expeditions and cruises around the island. Swim with the Manta Rays or experience the beautiful coral at Crystal Bay and Gamut Bay.

If the weather is nice try an extremely pleasant sunset cruise. Depart just prior to 4.00pm and return at sundown having enjoyed several drinks on the way around Nusa Lembongan. Carpe Diem can be hired for Rp2.0 million per hour plus taxes and charges with a minimum of 3 hours hire. Food and beverages are additional.

There is a small tender that the staff will use to transport you to any of the three surfing breaks within sight of the resort. Please note for your safety that staff only drive these vessels. This tender is not for use outside the main bay in front of the resort.

MOBILE PHONE

Lembongan does have mobile phone reception but at times it may be limited.

WI-FI

The White Horse Resort is equipped with unlimited Wi-Fi internet coverage albeit a little slow and sometimes irregular. Ask our staff for the password. Please switch off your Wi-Fi when not in use to allow the other guests faster access. You may at times need to change position to receive a sufficient signal.

HEALTH ISSUES

Hydration is important due to the heat and high humidity so please drink plenty of water. We recommend the intake of supplementary electrolytes.

Please also pack your own toiletries and all medical requirements you may have. Always travel with paracetamol such as Panadol or Herron, Cold & Flu tablets and insect repellent.

Villa Pantai next door is equipped with a Defibrillator with a child adaption card. It is located in the office in case of an emergency. Nusa Lembongan does have a local hospital for minor emergencies. People with severe allergies should carry their own "Epi Pen".

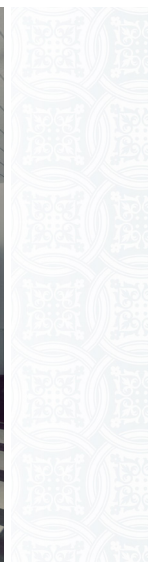
For more serious incidents please phone **SILOAM** or the **BALI INTERNATIONAL MEDICAL CENTRE** on **0361761263**.

They have two excellent modern facilities on Bali. Charter boats can be arranged for any emergency transfers.

Health care and other medical services can be extremely expensive without the proper insurance. Please ensure you have adequate health and travel insurance.

LUGGAGE

For international flights, check your luggage allowance with your carrier. Transfer from Denpasar International Airport to Sanur can be arranged and usually takes about 30-40 minutes depending on traffic. Most airlines allow you to purchase additional luggage. Excess luggage at the airport is expensive and is charged from AU\$15-\$25 per kilogram depending on the carrier.



MONEY

The Indonesian currency is Rupiah. Nearly all transactions in Lembongan Village are done with cash. Most restaurants do take credit cards. It is highly recommended that you change your money before leaving Bali. Rocky the driver can assist you to locate a reliable, honest money changer. There are ATM'S on Lembongan, however we are unsure of their reliability.

Final payment of your account including food, beverages and other services at White Horse Resort is to be made in cash, or via the CIMB Bank credit card facility. Currencies accepted are Rupiah (Rp), Australian Dollar (AUD) or American Dollar (USD). A 2% bank surcharge applies.

WEATHER

Lembongan weather can be viewed at weather.com. If rough weather or other unforeseeable events cause cancellation of transfers or flights, you will be required to find your own accommodation in Bali until such time as it is safe to travel.

Please make sure you have adequate travel insurance to cover you for any misadventure.

STAFF GRATUITY/TIPPING

If you are happy with the service the staff has afforded you they really would appreciate a tip on your departure. Please direct all tips to Resort Manager, Milu who will distribute evenly to all of our staff. You may tip as much as you feel appropriate, however as a minimum guide only we suggest an amount of Rp100,000 per staff member per family.

DEPARTURE DAY

On the day of departure, checkout is prior to 11:00am, you will require a transfer from Nusa Lembongan to Bali and then to the Denpasar International Airport or your next hotel accommodation.

The ferry company will transfer you from the resort to the ferry. Please check for any traffic delays that may cause you difficulty in making your departure time.

Please advise our staff if you require assistance with this and they will make the necessary bookings for you. Please finalise your account for food and beverage purchases at White Horse Resort with Milu.



BASIC INDONESIAN WORDS & PHRASES

Good Morning	Selamat Pagi	1	Satu
Mister	Pak	2	Dua
Mam, Mother	Ibu	3	Tiga
Thank You	Terima Kasih	4	Empat
Excuse Me	Permisi	5	Lima
How are you	Apa Kabar	6	Enam
Fine, good, okay	Baik	7	Tujuh
Hot	Panas	8	Delapan
Very hot	Panas Sekali	9	Sembilan
Good, great	Bagus	10	Sepuluh
Excuse me, sorry	Maaf	10,000	Sepuluh Ribu
Ice	Es	50,000	Limu Puluh Ribu
		100,000	Seratus Ribu



We thank you for your patronage and trust you will enjoy your holiday at White Horse Resort. My personal email address is ljbeale@aqualeisure.com.au. Please feel free to contact me for any matter that you cannot resolve with Milu.

THANKYOU. LEW AND LESLEY BEALE