



Before you stay at
Telunas Private Island



TELUNAS
— RESORTS —

TRANSPORTATION & ARRIVAL



- **Face Masks.**
For international and domestic transit. Upon arrival at Telunas you may remove your masks. You will not be required to wear masks at Telunas unless you are in areas where you are in close proximity to others. A limited number of disposable masks will be made available for group activities and for the spa. We also have masks for sale in the gift shop.
- **Hand sanitizer.**
One bottle of hand sanitizer will be provided for each guest upon arrival to Sekupang unless you are in areas where you are in close proximity to others.
- **Antibacterial wipes.**
We recommend you bring your own antibacterial wipes for your travels

Meeting Your Hosts at Sekupang Ferry Terminal

If you are a guest from the Batam area, please meet our staff at the Pelabuhan Pancung at Sekupang Ferry Terminal. We will help arrange your luggage and direct you to our private Telunas boat.



Luggage & Porters

Telunas staff will be ready to help handle your luggage upon arrival to Sekupang Terminal. At this time, please refrain from hiring porters.



AT TELUNAS



Our No WIFI policy

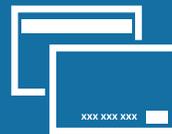
Telunas intentionally does not offer any electronic such as television, video player neither WIFI at either of our locations. One of our unique distinctive that we work hard to provide our guests with is a temporary refuge from the hectic, incessant, over-plugged cadence of modern life today. Most of our guests who need to be connected on-line purchase local SIM cards that are available at the Sekupang International Ferry Terminal and Telunas canteen or use their own personal phones internet plans as is needed.

Check In & Check Out



- Boats depart Sekupang Ferry Terminal in Batam to Telunas Resorts at approximately 11:00am (arriving at Telunas around 1.30pm).
- Guests should be separated as much as possible on the boat.
- Guests from separate villas should not share a row, however, a family of 4 can share a row.
- To help manage health and safety on the boat, kids are requested to sit in the same row with their parents. If there is space on the boat, a family can split between two rows as long as a parent/guardian is on each row.
- Guests are encouraged to wear masks during the boat ride.
- Telunas boats currently depart from Telunas Private Island to Batam at 9:30am.

Payments



Please be prepared to pay your balance either via credit card (Visa, Mastercard, American Express), debit card, or via IDR cash. In accordance with Indonesian law, Telunas Resorts and all businesses in Batam are no longer allowed to legally accept foreign currency for payments.

OTHER IMPORTANT NOTES



Toiletries

Please note that in an effort to minimize waste, only basic toiletries are provided. While we are happy to provide the simple basics (i.e. shampoo, conditioner, shower gel, toilet paper) others (e.g. toothbrush, toothpaste, combs, etc.) are not provided.



Activities

If there are any extra a la carte activities (e.g., jungle hike, sea kayaking, etc.) that you'd like to schedule in addition to the many free activities at Telunas, please let your hosts know as soon as possible as these require at least 24-hour notice. All water-based activities at Telunas Private Island are included in the room rate.



Sandflies, gnats and mosquitos

Because our facilities are over the water, we rarely have problems with sandflies, gnats, and mosquitos. However, due to the nearby beach, mangroves, jungle, we encourage guests to bring mosquito repellent and, if you can, baby oil or sandfly repellent. Sandflies / Sand gnats are nearly impossible to see and bites are not normally felt until they swell and become irritated. While not everyone reacts to these bites, they often appear overnight or after you return home and resemble bed bug bites. We provide sandfly repellent, as well mosquito net so please be sure to ask your host for this if desired.



Alcoholic Beverages

On the island, we offer beer and a basic selection of wine as well as mixed drinks and cocktails. A corkage fee of IDR 250.000++ per bottle will apply for those who wish to bring thier own alcoholic beverages to the island.