

Frequently Asked Questions

Have additional questions? Contact us at info@NamaleResort.com

WHAT MAKES NAMALE'S ALL-INCLUSIVE UNIQUE?

- ❏ All-inclusive begins when you arrive, regardless of our 3pm bure check-in time. Once you complete the arrival process, you can eat, shower at the spa, explore and begin your all-inclusive stay. When your bure is available to move in, we will drop off your luggage and provide you with a room key to welcome you home. On departure day, check out is at 10am, however we welcome you to continue enjoying the resort until you head to the airport.



- ❏ Meal-inclusive is common amongst luxury resorts in Fiji. Namale offerings include extensive farm-to-table menus, snacks, room service, daily restocked mini-bar, and all drinks, including alcohol.
- ❏ Namale is a culturally rich and immersive experience. Nightly Fijian entertainment, weekly village visits and offer guests a chance to experience island life like a local.
- ❏ Unique features like Fiji's only bowling alley, an oceanfront basketball court & spa hydrotherapy enhance your stay.

ARE ALL FOOD & BEVERAGE SELECTIONS INCLUDED?

- ❏ Yes! As an all-inclusive resort, we have dining options available from 7AM to 9PM, including room service. Savor oceanfront breakfasts, an expansive lunch menu, and a rotating, candlelit multi-course dinner experience.
- ❏ Your in-bure mini-fridge is replenished daily with a curated selection of light snacks, sodas, beer, and bottled water.
- ❏ For guests with longer stays, a private dine out is included at a surprise location to celebrate your time in paradise.
- ❏ We do our best to accommodate food allergies, dietary restrictions and special requests. Advance notice is recommended to provide you with the best selection.
- ❏ Reservations are not required. Please dine at your leisure.





HOW DO I GET TO NAMALE?

All international flights to Fiji arrive at Nadi International Airport (NAN) on Viti Levu. Some popular non-stop routes originate from SYD, BNE, MEL, LAX, SFO, DFW, HNL and AKL.

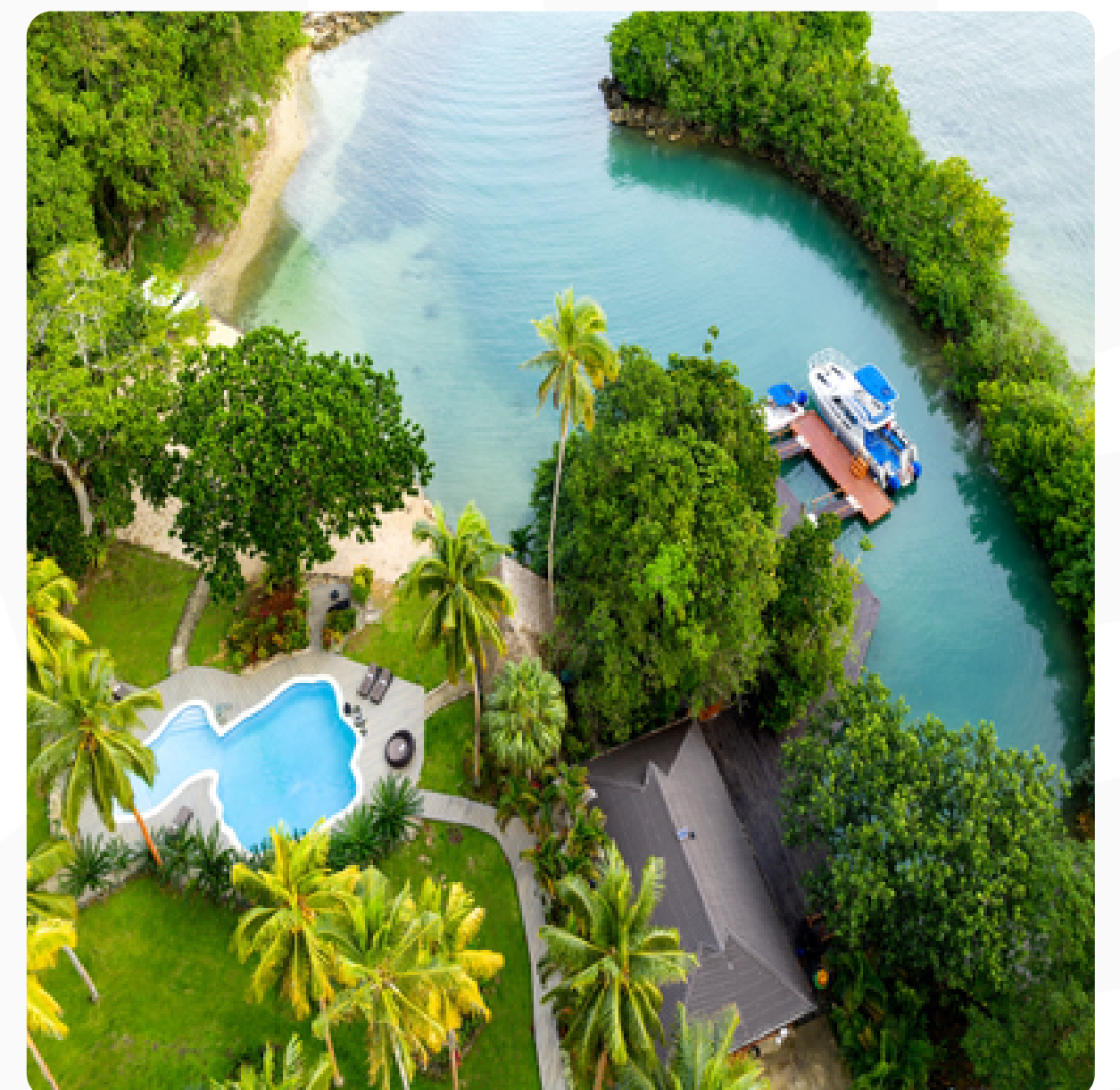
From there, a 1-hour domestic flight to Savusavu Airport (SVU) on Vanua Levu brings you close to Namale —just a 10-minute drive. Complimentary ground transportation between Savusavu Airport and the resort is provided based on your flight times.

During peak periods, flights to Savusavu may be limited. Alternatively, you may fly into Labasa Airport (LBS), approximately 90 minutes from the resort. While Namale does not provide transfers from Labasa, we can assist with arranging private ground transportation.

WHAT SHOULD I PACK?

We recommend packing light, breathable clothing for Fiji's warm, tropical climate. Essential items include sandals, hats, and sunglasses, along with swimwear for the beach, pool, or hydrotherapy experiences. Leave your heels at home.

Lightweight evening attire is perfect for dining oceanfront. Comfortable shoes are ideal for exploring the resort or nearby excursions. Consider packing reef-safe sunscreen and a reusable water bottle.



IS THERE A DRESS CODE?

During the day, casual attire like t-shirts, shorts and swimwear is perfect for the day. Coverups are recommended when dining. For evening, casual attire is still welcome, however guests tend to dress up a bit, opting for polos or button downs, and dresses.

Comfortable sandals are the most common footwear in Fiji.

If you wish to visit a village, shoulders and knees must be covered to respect the more modest Fijian culture.



ELECTRICAL FAQ

Fiji's standard power supply is 220–240V, similar to Australia and New Zealand, with Australian-style outlets.

Guests from North America (110–120V) can typically use dual-voltage devices such as phones, laptops, and tablets with a plug adapter. We recommend packing adapters as Namale has a limited supply for guests to use during their stay.

For single-voltage appliances like hair dryers or curling irons, a voltage converter is required, though all bures are equipped with 240V hair dryers for your convenience. For guidance on your specific device, please contact a Namale representative before or during your stay.

WHAT IS THE TIME DIFFERENCE?

Time zone changes vary based on your departure location and time of year due to Daylight Savings.

For example, when it is 1 PM on January 1st in Los Angeles, it is already 9 AM on January 2nd in Fiji and 8 AM in Sydney, Australia.

Once in Fiji, you can live life on island time.



WHAT WEATHER IS MOST COMMON?

November – April: Fiji is beautifully warm and tropical, with temperatures 27°C–31°C (81°F–88°F). Occasional showers refresh the islands and keep the landscape lush. The ocean is perfectly inviting for swimming, snorkeling, and many other adventurous water experiences.

May – October: Enjoy sunny, mild days 24°C–29°C (75°F–84°F) with lower humidity—ideal for beach lounging, spa indulgence, and exploring the natural beauty of Vanua Levu.



WHAT ARE THE TIPPING CUSTOMS?

- ✘ Namale embraces the spirit of shared community. Should you wish to leave a gratuity, we offer three meaningful funds: Educational, Medical, and Staff. Each supports our team and the local community. A contribution form will be provided on your final evening and can be done in local currency (FJD) or via credit card.
- ✘ Spa therapists may graciously receive individual gratuities. This can be done at the spa desk after your treatment or through Reception during your stay.

DOES THE RESORT HAVE WI-FI?

Yes, all bures, villas and select resort spaces are equipped with Wi-Fi. Unlike major cities or your home, Wi-Fi speeds on the island tend to be slower and are best used for text, calls, web searches and social media use.

Large downloads or streaming movies will greatly impact the Wi-Fi capabilities resort-wide.



CAN I BRING OR BUY GIFTS?

- ✘ Should you wish to pack gifts to share during village visits or with others in the community, there are a few items that tend to be consistently popular among locals: school supplies for children, chocolate, candy, books, coloring books, sporting equipment, clothing and hats.
- ✘ During your stay, if you wish to pick up some gifts for locals or to bring back home, Savusavu town has a handful of shops. Namale also hosts a weekly craft fair.