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## FAQ Saronde Island Resort

### 1. Arrival

Upon entering Indonesia, a QR code of your customs declaration is required. We kindly ask our guests to complete the electronic customs declaration in advance via the official website of the Directorate General of Customs and Excise (beacukai.go.id): <https://ecd.beacukai.go.id/>.

- Please bring the printed or digital QR code with you.

At all international airports, you can obtain a Visa on Arrival (VOA) for a maximum stay of 30 days. It can be paid for by credit card or in cash (EUR, IDR, or USD). We set up a guest WhatsApp chat a few days before your arrival, which can be used by our guests for any questions before and during the trip. Please provide the relevant mobile phone numbers in the guest form.

Online Visum or E Visum here [The Official eVisa website for Indonesia](https://evisa.imigrasi.go.id) <https://evisa.imigrasi.go.id>. As zip Code just use any from the Gorontalo Region.

**International:** Via Jakarta or Denpasar/Bali, and from there a domestic flight (approx. 3 hours) to Gorontalo. Alternatively, via Manado, followed by either a domestic flight (1.5 hours) or a car ride (8 hours) to Gorontalo.

**Domestic:** There are local flight connections to Gorontalo from many airports within Indonesia. We are happy to assist with booking and ticketing for domestic flights. We work with the local travel agency VIFA and have had very good experiences with them.

### 2. Arrival

**From the airport:** Our driver will pick up our guests at the airport exit, recognizable by a Saronde T-shirt and a sign with the guests' names. In the car, guests will be provided with water and cool towels to freshen up. The drive from the airport goes directly to the port in Kwandang—our port to Saronde—and takes about 1 hour.

**At the port:** Our shuttle boat will already be waiting for the guests. The trip to Saronde takes about 20-30 minutes. The transport fee (one-way) is 50€ per person from the airport and 30€ from the port, if only our boat is used.

### 3. Departure

**To the airport:** Departure from Saronde takes place 3 to 3.5 hours before your flight. Gorontalo Airport is small, so there are no long waiting times at check-in.

The total travel time is approximately 1.5 hours.

**To the car:** The boat trip to the port in Kwandang takes about 20-30 minutes. Our driver will be waiting for you at the port. The transport fee (one-way) is 50€ per person to the airport and 30€ to the port if only our boat is used.

### 4. Public Transport

It is possible to travel to Saronde independently, either by a minibus (Mikrolet) from Gorontalo or by a public taxi to Kwandang. At the port, there are always local fishermen and taxi boats available, who will take guests to the surrounding islands for a fee (around 300,000 IDR per person).

- For any inconvenience caused by these types of transport, we are not responsible and advise against using them.

### 5. WiFi & SIM Card

We have free WiFi available in each villa and in the lounge. Mobile phone reception is also very good, as we have our own antenna on Saronde. However, please note that a local SIM card must be registered, and the process is no longer as simple as it used to be.

- Here you can find information about local SIM cards or eSIMs:  
<https://reise-kroeten.de/si-karte-indonesien-mobiles-internet/>

### 6. Payment

At Saronde Resort, we issue receipts for daily charges such as cash payments, laundry service, minibar usage, etc. These receipts will be compiled into a final bill, which can be settled approximately 1-2 hours before departure (or the evening before for early departures).

Payment can be made either in cash (EUR, USD, IDR) or via bank transfer. Bank transfers to an IDR, EUR, or USD account at DBS Bank Indonesia via mobile banking.

If our guest want to pay with Credit Card, we will send a payment link via FLYWIRE. If our guests want to pay via WISE (former Transferwise) e.g. to our IDR account, we will provide the IDR Account details onsite. For any currency conversions, we use the official XE exchange rate.

If our guests are satisfied with our service, our team would appreciate a small tip. The amount is left to the discretion of each guest. Tips can be given at check-out either in our tip box or through the bank transfer. It will be evenly distributed among all staff, so even those working behind the scenes will receive a share. We kindly ask you to refrain from giving individual valuable gifts or direct tips to a specific employee.

## **7. Health & Well-being**

We have a small first aid kit at the resort, as well as emergency equipment with oxygen on our dive boat and at the resort. The nearest doctor and hospital are in Kwandang, about 30 minutes by boat and car. The nearest hospital with Western standards is located in Manado, there is also a decompression chamber.

We provide our guests with mosquito repellent and lotion free of charge. There are no mosquito nets in the villas, but we have them available and are happy to hang them up upon request. Mosquitoes are mainly present on Saronde during the rainy winter months, and almost non-existent during the dry summer.

To ensure the well-being of our guests, we offer traditional Indonesian massages in the comfort of your villa.

**NEW – We have a new team member! Luna is our Yoga- and Pilates Instructor, so you may book also courses or private lessons with here from now on.**

We recommend that our diving guests take out dive insurance and have a health check with a dive physician before arrival. Please present this at check-in, so that we can note emergency contact numbers and insurance details.

## **8. Power Supply and Other Facilities**

In Indonesia, European power outlets are used, the same as in Germany, so no adapter is necessary. We have power strips in the villas, but we still recommend bringing your own extension cord to meet any individual needs (e.g., for camera batteries or similar devices).

Each villa has a minibar and an in-room safe, so small items and valuables brought by guests can be securely stored. The safes are small, but a 13" laptop, for example, would fit inside.

There is a laundry basket in each villa, which is automatically emptied by our housekeeping staff as soon as it contains laundry. If it isn't raining, the clothes will be returned freshly washed within 1-2 days.

In the bathrooms of the villas hand soap, towels, bathrobes, as well as shampoo, shower gel and conditioner are available for your use.

## **9. Restaurant**

In our restaurant, we offer a balanced mix of Indonesian and international dishes, with a clear focus on Indonesian cuisine, as we are eager to introduce our guests to the **delicious local** flavors. However, we adjust the spiciness of the local dishes to suit European tastes. Our fruits, vegetables, and fish are sourced from the local market, and the herbs come from our own garden.

- Please feel free to inform us of any allergies, preferences, and dislikes either in the guest form or at check-in, so we can accommodate them accordingly.

At our bar, there is a wide selection of cocktails, long drinks, and non-alcoholic beverages. Every evening from 6:00 PM to 7:00 PM you can enjoy special daily cocktails during our Happy Hour at sunset from our restaurant terrace. Bintang beer, or wheat beer and white or red wines are also available on our menu.

## 10. Diving

We offer rental dive equipment. Ideally, guests can indicate their needs in the guest form in advance. That will allow us to ensure that the appropriate equipment is available in Saronde.

12l tanks are standard in Saronde. You may get 15l tanks for an additional charge and we kindly ask you **to apply for it early via the guest form**. Our dive tanks are compatible for INT and DIN regulators, so no additional adapter is needed.

Nitrox32 tanks are also available upon request for an extra charge.

Depending on personal preference a 3mm wetsuit or skinsuit is sufficient for diving, as the water temperature averages 28°C. We generally recommend a skinsuit, as it also offers protection against smaller jellyfish.

Up to 4 dives can be scheduled daily, with two dives in the morning (returning for lunch), one in the afternoon and one night dive. We aim to accommodate the preferences of our guests.

Every day from 6:00 PM, our dive guides are available in the lounge for a debriefing where they explain the creatures seen during the dives and guests can review photos together.

We hope that we have answered most of relevant questions but please do not hesitate to contact us if you have any doubts [info@sarondeisland.com](mailto:info@sarondeisland.com)

See you soon,  
Anke & Team

Welcome Soon at Saronde Island

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