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Talofa - Welcome!

Management and Staff welcomes you to Aga Reef Resort, and thank you for choosing to be our guest. In this book you will find useful information about Samoa and our facilities. We do our best to provide the best service to all our guests. So if you require anything, please do not hesitate to ask and we welcome your feedback at any time. We wish you the best and hope you will enjoy your stay with us at Aga Reef Resort.

ACCOUNTS

Accounts are payable upon check-out. Guests departing early or outside of office hours are requested to settle their accounts on the previous evening.

AIR-CONDITIONING

Due to the extreme variances in temperatures and size of rooms/villas, it could take several minutes for the air-conditioning unit to function correctly. Please avoid setting the temperature below 20 degrees as it can cause condensation. Please keep all the windows and doors closed when using the air-conditioner and turn it off when you leave the room.

ATMS & MONEY EXCHANGE

The local currency in Samoa is the Tala. Banks, ATMs and foreign currency exchanges are located in Apia, about an hour and fifteen minutes from the resort. The banks close at 4.00 pm on weekdays, ANZ, BSP, NBS and SCB are open on Saturdays as well until 12.00pm, and all are closed on Sunday. Reception does not exchange currencies but we do accept them for payments at our own conversion rates.

BEACH/POOL & BATH TOWELS

The bath towels are white and the beach/pool towels are blue. You may get beach towels from Reception. We will need a refundable deposit if you wish to take them out of the resort. Please return the towels after use.



BUSES / TAXIS / TRANSFERS

The bus to Apia passes in front of the resort from Monday to Friday between 12.00pm to 12.30 pm. The bus fare is 10 Tala per person. Taxi fare is 160 Tala. The resort also offers transfers to Apia for a minimum of 100 Tala (up to 2 people). These are indicative prices. Please inquire at Reception for taxis, booking transfers and/or tours.

BREAKFAST AND DINING

The **Tualupetu Bar & Restaurant** serves Continental Breakfast Buffet which is usually included in your room rate. Hot breakfast is also available at a charge. Please see Restaurant schedule below:

- Breakfast served between 8.00am - 11.00am
- Lunch served between 12 noon - 3.00pm
- Dinner served between 6.00pm - 10.00pm
- Bar open between 11.00am - 11.00pm

Note: A Snack Menu is available throughout the day from 11.00am.

BROKEN OR DAMAGED EQUIPMENT

If you encounter any faulty equipment during your stay, please advise Reception as soon as possible. This would allow us to rectify the problem promptly.

CHECK-IN & CHECK-OUT

Check-in time is 2pm and check-out time is 10am. Late arrivals or check-ins after hours can be pre-arranged and accommodated. Please make sure that you book from the night before if you wish to have your room ready upon arrival and before our check-in time. Late check-outs can be arranged with Reception but is subject to availability. If the room is available, you may check-out at 12 noon at no additional charge. Charges will apply if after 12 noon.

CHEQUES & CREDIT CARDS

We accept all major credit cards, American Express, MasterCard, Visa, etc. Please visit Reception for a complete list. We only accept Personal Cheques by prior arrangement.

ELECTRICITY

The electrical supply is 220-240v. Our villas have multiple power points but we do not recommend plugging your electrical devices that are 110v without a transformer. Please be mindful of the environment and the high cost of electricity. Turn off all appliances and unplug your devices when you leave the room.

EMERGENCY PROCEDURES

Should there be an earthquake, please exit room immediately and head to an open space at ground level. If you are staying on the Island, please proceed across the bridge. In case of an earthquake with a tsunami warning, the management and security will move you to higher ground across the road from the resort. Please report ALL Emergencies to Reception - Dial 0 (between 7.00am - 10.00pm) and Ext 125 after hours from your room phone.

FIRST AID

A full first-aid kit is available at Reception. We also have trained staff who can give basic first-aid.

HOUSE RULES

Please read and follow the attached house rules for your guidance and safety.



HOUSEKEEPING

We provide daily housekeeping. The bed linen is changed every 2 days. Please ask the housekeepers or Reception for top ups of any bathroom items in your room – or if you need assistance regarding housekeeping matters.

INTERNET

WiFi Internet is available at a charge. If you are within the Main Building or in direct line of our aerials, your signal will be much stronger. Please purchase your internet cards at Reception.

IRONING

Irons and ironing boards are available for use. Please ask a Housekeeper or inquire at Reception.

KAYAKS AND SNORKELLING GEAR

Kayaks and snorkelling gear are available to in-house guests on a complimentary basis. You may use these on the beach or in the lagoon. We do not recommend going near or beyond the reef. Please limit use to one hour to allow other guests to use the equipment. Check the tides before going in the sea (Lobby Bulletin Board) and rinse equipment with fresh water after use. Please inquire/book at Reception.

KEYS

Please keep your room key safe and secure at all times. At check-out, please give your key to Reception or to the Security if you have an early morning departure. If you lose your key, there will be a charge of 50 Tala for replacement.

LAUNDRY

We provide a laundry service for a charge. Please inquire with Reception on cost per item.

LUGGAGE STORAGE

Upon request, we can store your luggage for early or late arrivals/departures.

PHOTOCOPYING AND PRINTING SERVICES

A photocopying and printing services is available at Reception for a fee.

POOLS

Our pools are open daily from 7.00am to 8.00pm. Please note that there is no lifeguard on duty. Children must be supervised at all times. Please use our BLUE pool towels, available at Reception, instead of the room towels.

RECEPTION OFFICE HOURS

Reception is open daily from 7.00am to 10.00pm. After 10.00pm, our Duty Manager or Security Staff can assist you with any urgent enquiries. You may call them on +685 750 8803 or Dial Ext 125.



SAFES & PERSONAL VALUABLES

We recommend the use of your in-room safe for keeping valuables. If the safe door is closed at check-in, please inform Reception and we will open the door for you to set-up your private code. Please leave safe door open upon check-out.

SECURITY

There is 24-hour security at the resort. If you accidentally lock yourself out of the room, or need assistance flagging down a bus, or moving your luggage, please see one of our security or contact Reception.

SEPTIC SYSTEM

Aga Reef Resort is on a septic system. Please do not flush any foreign material down the toilet as it will cause a blockage. This includes tampons, sanitary pads, and diapers.

SMOKING

Smoking is not allowed inside the rooms/villas or in the main building. We allow smoking outside the rooms/villas and in designated areas. Please ask Housekeeping if you need an ashtray.

SPA

Our Spa is located by the Pool Deck and is open from 9am – 4pm. Enjoy a relaxing traditional “fofo” or massage. Please book session at Reception.

TEA & COFFEE MAKING FACILITIES

Tea and coffee making facilities are provided free of charge in each room with the compliments of management. These items will be re-stocked each day by the cleaning staff. Fresh milk for coffee or tea is available upon request.

TOURS AND ACTIVITIES

A list of tours and activities around Lalomanu is available at Reception. We also offer a free cultural tour on coconut weaving and other Samoan traditional handicrafts, for in-house guests. Bikes are available at a charge and can be booked with reception.

TV AND CABLE

There is a selection of about 20 channels via Internet. Please **DO NOT** plug-in your flash drives or portable hard drives on the TV, or unplug any wire from the cable box. Guests will be held liable for any damage to the Cable Box and TV.

VISITING GUESTS

Walk-in guests or visiting guests cannot enter the guests' rooms or villas. They can avail of our restaurant and bar facilities, and in-house guests can entertain their visitors at the lobby, pool deck, or restaurant areas. Use of the swimming pools is for in-house guests only.