



The Resort is named after Robert Louis Stevenson ("RLS"), the famous Scottish novelist and poet who made his home in Samoa from 1889 until his untimely death in 1894. His life long struggle with tuberculosis led to him making his home in the tropical isles of Samoa where he constructed his home at Vailima and was bestowed the name "Tusitala" by the Samoan people who took him to their hearts. He was the author of such novels as "Treasure Island", "Kidnapped", "Dr. Jeckyl and Mr Hyde" and "The Master of Ballantrae". Trevor Stevenson and his family also made their home in Samoa. Trevor is a prominent lawyer in Apia and has been practising in the oldest established Law Firm in Samoa.

His wife Ana was the first Miss Samoa for Miss World in 1977.

Trevor Stevenson is the only Stevenson (other than RLS's family) to have resided at Vailima. This prompted Trevor to name the Resort after RLS and many of the rooms and fales are named out of the characters of RLS's novels. Stevensons at Manase officially opened in April 1994. Stevensons is committed to catering for the growing demand for comfortable levels of accommodation while still enjoying the traditional architecture and culture of Samoa. Hence the name of the fales which have been named "Euro Fales", they all have retro ensuite bathrooms and secure areas for locking away private possessions and valuables. A higher level of accommodation is also available with our furnished Beach Villas and retro Samoan Suites.



The management & team at Stevensons wish you a very pleasant stay. If you need help, information or have any questions during your stay, please do not hesitate to ask.



## Hotel Information

### **Baggage**

If you are unable to carry your own bags then please ask any staff member at the reception for assistance and arrangements will be made to carry your suitcases to your room.

### **Beach Bar**

Our Beach Bar opens daily at 11.00am and offers a wide range of drinks and food served throughout the day. Happy hour is between 4.00pm and 7.00pm. Beers, wines and certain cocktails are discounted during happy hour.

### **Bike Hire**

Bikes can be hired from reception. A half day hire is WST\$30 and full day WST\$40.

### **Breakfast**

Breakfast is served between 8.00am and 10.00am each day in the garden fale. If you require breakfast earlier than this, please advise the team the evening prior. Breakfast is included in your room rate.

### **Car Park**

The hotel car park is located adjacent to the reception. Our car park is monitored throughout the day and night, however the hotel does not take any responsibility for any damages that may occur while your car is parked. There is limited parking behind some of our rooms for guests to park closer to their rooms.

### **Check -In**

The hotel check in time is 2.00pm. If the hotel is quiet and rooms are available earlier we will endeavour to have the rooms serviced and prepared for guest's earlier for your convenience.

### **Check -Out**

The check out time is at 10.00am on your day of departure. If you wish to leave before 7:30 in the morning, we request you to please settle your bill the previous evening. Late checkouts are charged at WST\$15/hour if the hotel is fully booked. However, your checkout time may be extended to later in the day when requested in advance and if it will not inconvenience the next arriving guest. After checking out of the hotel you may leave your car in the car park if you wish to go for a walk, swim or have lunch at the hotel.



### **Currency Exchange**

Western Union is located across the road from Le Lagoto Resort just a 10 minute drive from us. There is also Pacific Ezy Money in the area who also do currency exchange.

### **Damages, Breakages and Anti-social Behavior**

Respect, Courtesy and Dignity are the standards by which patrons will be dealt with whilst at our hotel.

Unfortunately there are a few who do not treat our staff or property in a similar manner and for those we need these regulations. You are responsible and liable for any breakages or damages, which you and/or those that accompany you, whether they are staying in the hotel or not, cause to the hotel, accommodation and its contents including the car park and associated areas. We ask that you report any incidents as they occur. While we do not normally charge for minor accidental breakages we will charge and debit your card for the full cost of all other breakages, missing items and for the replacement and/or making good of any damage.

Additionally there will be a charge of WST\$100 for soiled bedding, towels, carpets, furnishings and décor caused by, but not limited to, vomit, food and drink stains, blood and bed wetting. The hotel will also charge in full for any lost room nights resulting from any such damage and incidents mentioned in these conditions.

Excessive noise, unruly and threatening behavior and the like which causes public nuisance, inconvenience and discomfort to our other guests and/or staff is not acceptable. Such behavior will result in the offending person/s being asked to vacate their room and leave the hotel premises but will be charged for their booked stay.

### **Entertainment**

We have selected entertainment throughout the week. Due to the dramatic change in levels of occupancy during the high and low season, our schedule may change. If you are only with us for a short period and would like to see our coconut demonstration, weaving or sarong tying presentation, please inform the staff and we will be happy to arrange this at a suitable time.

### **Electricity**

Please assist us in turning off lights & switches in your room when they're not in use. Savai'i often experiences power cuts/fluctuations so please bear with us. We do have a backup generator which we endeavour to turn on as soon as it is required.

### **Fire, Emergency and Evacuation**

In the case of a fire, tsunami or other evacuations, a hand held siren will sound and a staff member will come to your hotel location to inform you to evacuate. Please keep calm and move as carefully as possible to the allocated meeting point. The hotels meeting point is in the car park on the garden side of the hotel adjacent to the reception. In the event of a tsunami alert all guests are asked to assemble in the car park whereby they will be guided to the evacuation track. These procedures are put in place for your safety. To put you a little at ease, the location of Stevenson's @ Manase is well positioned on the island, and has never been affected by a tsunami due to its north facing location.



### **Gratuities**

As a matter of hotel policy no service charge is added to any hotel invoice. Any gratuities are at the sole discretion of the customer. Staff, however, very much appreciate gratuities and are always considered as an indication of the satisfaction of the customer in relation to the services rendered by staff members. If you decide to leave any gratuities please give them to the staff member you wish to tip or advise that the tip is to be shared.

### **Hair Dryer**

Our suites contain hair dryers. If a hair dryer is required in other room types, you can hire one from reception for WST\$5/day.

### **Hotel and Room Keys**

When you check in you will be given a hotel key. Please take care of your key, as the closest place to get them re cut is in Apia. A fee of WST\$50 will be charged for lost or unreturned keys. Feel free to give your key to the bar or reception to look after when leaving the hotel for the day. Please ensure your room is locked when you are not inside.

### **Housekeeping**

Your room is serviced daily. If you do not want your room serviced on any particular day then please display the "Do Not Disturb" sign on the outside of your room door (on the outside of your bathroom door if in a Euro Fale). All rooms are supplied sufficient tea, coffee, milk and sugar in the room for your personal use when staying in the hotel. If you require additional supplies please request this when your room is being serviced or at another convenient time either to a housekeeper, or at reception.

### **Internet**

Upon check in you will receive a free 100mb voucher for our Zenbu internet network. If you require more data 500mb & 1 GB vouchers can be purchased from reception for WST\$10 and WST\$20. On your device, go to settings, select Wifi then Zenbu hotspot. This will open the log in page, from there you will be prompted to enter your voucher details. If you need any assistance with Internet please do not hesitate to ask reception staff

### **Ironing Facilities**

The suites all have ironing facilities. If an iron is required in other room types, please ask any staff member to borrow one. A WST\$10 deposit is needed until the Iron is returned. If you would like the team to Iron for you, this can be done at WST\$5 per clothing item.

### **Items Left Behind**

Small items left behind can be returned to you by post. A WST\$10 handling charge plus the cost of postage will be charged to your card. Larger items will incur a higher handling cost.



### **Kayaks & Paddleboards**

Kayaks and paddleboards are located behind the Beach Bar, next to Fale 1. These are free to use for our guests. We ask that you do not take these out during low tide. Please ask a staff member if you need assistance getting them down or putting them away.

### **Library**

The hotel has a book collection which is available over at reception. Feel free to borrow any book your desire or donate your books to the library.

### **Meals**

Lunch and dinner are served at the Beach Bar from 11.00am, with the last orders for dinner at 9.00pm. There's a daily chef specials board located at the Beach Bar.

### **Paying Your Hotel Account**

We accept cash and all major credit/debit cards except Diner Club. Please note that there is a credit card surcharge of 4% when paying your account with a credit card. If you wish to pay by cash and do not have enough on you, there is an ANZ ATM a 5 minute drive down the road, across the road from La Lagoto Resort.

### **Reception**

The reception is not manned continuously but there will be a staff member available to cover reception duties from 7.00am – 6.00pm . During the off-season and during quiet periods the reception hours may be reduced. From the time the staff leave the hotel until after breakfast the following morning, emergencies ( and we must stress emergencies only ), will be dealt with by the General Manager and they can be contacted by asking the night watchman to contact them. If you need to contact a staff member during the normal hours of 8.00 am to 9.00 pm and there is no one at reception please head over to the Beach Bar where staff will happily help you.

### **Recreational Fale**

Our recreational fale is located poolside. In here you will find pool tables and table tennis. This is open to all house guests to use.

### **Rental Cars**

Sandy Beach Car Rentals are rented from reception. A WST\$500 deposit is required and the cars are WST\$165 per day. Feel free to discuss with the team what you want to do and they can recommend how long you hire it for. They are rented out in 24 hour allotments. A Samoan temporary license is required to drive in Samoa, which can be purchased/issued at reception also for WST\$21.



### **Room Service**

Room service of meals is available from 8.00am to 9.30pm. If you would like your food delivered to your room, please advise the staff. There is a WST\$10 surcharge per order of room service.

### **Rubbish baskets**

Please keep all rubbish in the baskets provided. If not, it will attract pests like rats, ants and cockroaches. Try to keep sink clear of any obstacles like hair, sand and paper.

### **Security**

Where there is a safe in your room, please use it. If not we respectfully suggest that you keep all such valuables with you or in the reception hotel safe. We employ a night watchman to keep an eye on the hotel at night, as much as this is not necessary, all properties in Samoa have one.

### **Shops**

The closest shop to buy any essentials you may need is the Manase Petrol Station which is located just 600 metres down the road.

### **Snorkelling**

Our lagoon offers some fabulous snorkeling, with guests often spotting and swimming with turtles outside Villa 9 & 10. Snorkels and flippers can be hired at a cost of WST\$30/ day. Please ask staff if you require these.

### **Special Diets**

We are able to cater for most diets. Please advise the kitchen when ordering what you require.

### **Taxis**

If a taxi is required, please ask the staff to arrange one for you. As much notice as possible is advisable, they tend to need at least half an hour to arrive.

### **Telephone**

There are no telephones in the room to allow you a 'business free' holiday. Please come to reception to make any calls that you require. The charges per minute are as follows: American Samoa, Fiji, Tonga (Pacific Islands)- WST\$5.00/minute; Honolulu and USA- WST\$8.00/minute; New Zealand and Australia- WST\$7.00/minute; Asia and Europe- WST\$9.00/minute; Local calls- WST\$1.00/minute; Cell Phones- WST\$1.50/minute.



### **Television**

The TV is located at the Beach Bar with Sky TV. If you have special requests please feel free to ask the staff to change the channel.

### **Tours**

We can arrange tours at reception. Our staff will only be happy to give you more information on popular tours & places to visit on Savai'i.

### **Transfers**

We can arrange a transfer to and from Salelologa Wharf for WST\$90 one – way. Please inform the team if you require one. It takes approximately 1 hour to get to the wharf. Please allow 1½ hours before ferry departure to leave the hotel. Our reception staff can organize a transfer for you and will inform you what time the transfer will pick you up. If you have pre-arranged transfers through a Travel Agent, please come to reception the day before so we can confirm your transfer and the pick up time to ensure that you arrive to your ferry on time.

### **Tsunami Evacuation Route**

The village of Manase has a tsunami evacuation route which starts opposite the entrance to Tanu Beach Fales and leads up the cliff behind the village. It is marked with a blue tsunami evacuation route sign.

### **Village Curfew**

There is a Manase Village Curfew at 10:00pm so please try not to make too much noise after this time. We would advise you not to go walking along the road after this time. You may notice other villages around the area having 'Sa' (curfew). This usually happens for half an hour in the evening. If walking through the village when Sa begins, it is respectful to stop walking, and sit quietly where you are until it ends.

### **Visitors**

We would prefer that you meet your visitors at the Beach Bar and not take them to your room. No visitors are permitted in hotel rooms after 9.00pm for fire and safety reasons unless they are included on your registration card.

### **Water**

Although tap water may be safe to drink in Savai'i, we still recommend using bottled water. The hotel does have a water purifier if you would like to fill up your water bottles for free. Ice at the hotel is also safe to consume. Please make sure you turn off your taps properly and if any leaks are noticed, please report them to the staff.



## Useful Information

### Beaches

The beaches are white sand and the lagoons a sparkling blue. Sunbathe, swim, snorkel, walk, watch the sunset; Savai'i is a beach lover's dream. Outside of the resorts, check with the village if you can swim (there may be a small charge) and while bikinis and bathing suits are absolutely fine in resorts, in villages wear shorts and a tee shirt for swimming. Topless (for women) and nude swimming is illegal in Samoa and would be seen by locals as offensive.

### Dress

Samoa is hot year round so bring light summer clothing. If you wish to attend church, both men and women should cover their shoulders and knees (a lavalava and tidy shirt are fine). Swim suits and bikinis are absolutely fine at resorts but in town or the villages, cover up with a shirt, shorts, skirt or lavalava.

### Samoa Culture

Traditional Samoan culture is very much at the heart of life in Savai'i and as a visitor you'll have the opportunity to experience this. Aiga (extended family), church and the matai (village chiefs) are central to Samoan culture and everyday life. Visitors will find people from Savai'i friendly and hospitable and they can show respect for the local culture with a few simple guidelines.

- In a fale, remove your shoes and sit down as soon as possible, particularly when elders are present and avoid pointing your feet at anyone (tuck your lavalava or a mat over them if you're uncomfortable with your feet tucked under you, yoga style)
- Avoid walking or biking through villages during the sunset curfew (it lasts 20-30 minutes)
- Ask permission before taking photos in a village.
- Please don't give money to children, even if they ask.

### Sundays

Sunday is a day of rest, prayer and eating in Savai'i. Visitors are welcome in local churches and a Sunday service in Samoa is a great experience. If you are invited to a family toana'ai (Sunday lunch after church) don't eat too much breakfast - it will be a feast! Resorts operate as normal on Sundays but many tourist attractions and activities are closed so it's a good day to chill out at your resort. If you are on a biking holiday, it is fine to bike on Sundays.

### Communications

Most of Savai'i has mobile phone and internet coverage. Wifi internet is an emerging technology in Samoa and coverage can be patchy, slow and inconsistent, however this is changing rapidly and no doubt this section will be out of date the minute it is published! Internet and phone is also considerably more expensive than in most developed countries. Suppliers are Digicel or BlueSky. Digicel seems to have the widest coverage within Savai'i.



### **Health & Safety**

Samoa is generally a very safe destination. Visitors should take the same common sense precautions they would take at home; look after your valuables, lock your car and don't go places or do things you wouldn't at home.

**Drinking Water**- Samoa is hot and visitors should drink plenty of water. Drink bottled water which is readily available at shops and resorts.

**Cuts & Scrapes**– Cuts and scrapes can take longer to heal in tropical climates than at home. Clean cuts and scrapes very well, keep them clean and covered and seek medical advice if they're not healing as rapidly as usual after a few days or appear to be infected.

**Hospitals, Clinics & Pharmacies**– The main hospital is at Tuisivi (about 15km north of Salelologa), has a 24 hr doctor available, and a pharmacy, inpatient ward, basic laboratory facilities as well as basic radiology. Most Emergency cases are transferred to the mainland (Upolu) and no specialist services are available in Savai'i at all. District Hospital Clinics are at Safotu, Sataua and Foailalo- these hospitals are manned by nurses and only have a doctor attending once a week. Aiga Manuia Medical Centre & Pharmacy (equivalent to a GP clinic) with English speaking staff is at Lalomalava and it's the only GP clinic on the island- appointments are a must. Hours are 9.00am - 4.00pm Monday to Friday. There is a pharmacy also on the main street in Salelologa.

## **Getting Around Savai'i**

### **Bikes**

Savai'i is an ideal cycle touring destination. Ride beside sparkling blue lagoons and through lush rainforest, while visiting traditional villages along the way, seeing local plantations, and making new friends.

The coastal ring road is well sealed with few cars, however normal safety precautions are needed and a moderate level of fitness is required.

Here's our top tips to enjoy biking in hot weather:

- Savai'i roads are quiet, and the drivers usually very considerate, so take normal safety precautions and stay alert.
- Drink plenty ! Bottled water, soft drinks and niu (young coconuts) are available around the island.
- Take your time, particularly on the longer or hillier roads; it is not a race so make sure you have lots of short stops.
- It's fine for tourists to bike on a Sunday. Most shops are closed on the Sabbath although many will open early morning and / or again in the evening.

We hire bikes out at reception. If you're interested in hiring one please speak to one of our friendly reception staff.



### **Buses**

For a genuinely Samoan experience at minimal cost, a ride on a colourful local bus is a must ! They can be crowded so it's recommended you save this adventure for when you don't have luggage.

In Salelologa, catch buses from the wharf or market, particularly if going past the Sunrise Coast as they may not pick up passengers in town after there. From Stevensons, check bus departures with reception or any staff member; there is no published timetable and staff will know when the next bus is expected.

Useful tips:

- Be Quick. Most buses depart from the wharf immediately after the ferry has disembarked. You'll need to be quick to get a seat on the bus, otherwise you will most probably wait for the next bus or alternatively catch a taxi.
- Bus names are written above the windscreen. Always check you're on the right bus by checking your destination with the driver.
- The last buses leaving Salelologa Town are at 5.00pm from the Salelologa Wharf, after the last ferry from Upolu arrives. For the last buses leaving Stevensons, ask reception or any other staff member. There are no scheduled times for the buses and it can be difficult getting back to town as most buses leave their destinations early in the morning and do not return until the last ferry arrives.
- Smaller Change: Have small denomination notes & coins to pay your fare.

### **Scooters**

MotoSamoa Scooter rentals are located at T. Matafeo Store & Café at Asaga Village around half an hours drive from Stevensons. They can arrange delivery to Stevensons for a cost of WST\$25. Daily hire of a scooter is WST\$50.

### **Taxis**

Taxis are plentiful and well priced in Samoa. Prices are set, based on distance so confirm the price with the driver before starting out. Our reception can organise a taxi for you, and if you have questions about how much a taxi should cost you, they can give you an estimated fare but prices can vary. It's best to have an idea how much a fare should cost, and then ask before you enter the taxi for the estimate fare before agreeing to take a particular taxi.



### **Driving**

Driving is a pleasure in Savai'i. The roads are quiet and drivers are generally very courteous and considerate. Pedestrians, cyclists & animals share the road with vehicles, therefore drive carefully, particularly after dark and do not exceed speed limits. Savai'i roads have limited signage; you'll need a tourist map which are readily available from our Reception.

Approximate driving distances from Stevensons are:

- Manase - 2 minutes
- Fagamalo ( Le Lagoto & Savai'i Lagoon Resorts ) - 10 minutes
- Lava Fields - 20 minutes
- Tuisivi - 40 minutes
- Salelologa - 1 hour
- Afu Aau Waterfall - 1¼ hours
- Taga Blowholes - 1½ hours
- Dwarf Caves - 30 minutes
- Asau/Vaisala(Va-i-Moana), 1 - 1½ hours
- Falealupo Rainforest, 1½ - 2 hours

Petrol stations are at Salelologa, Lalomalava, Maota, Saleaula, Asau and Manase. Most are open daily 7.00am-6.00pm except Sundays

### **Tours**

Island Wheel Tours provide full and half day tours around Savai'i.

With informative guides stopping at all the must see spots of Savai'i this tour is one not to miss. A few of these sites include Falealupo Rainforest/ canopy walk, Taga Blowholes, Afu Aau Waterfalls just to name a few. Island Wheel Tours prices do not include entry into the sites or lunch. A minimum of 2 people is required for a booking.

A full day tour for 2 people is WST\$300

A half day tour for 2 people is WST\$250

If you wish to book a tour with Island Wheel Tours, please ask our staff at reception to do this for you.

Our wonderful staff here at Stevensons @ Manase can also provide a guided walking tour of the local village, Safotu. These village tours are a great way to explore the village and learn about local culture and life. The tour starts at reception and you and our staff member will walk to Safotu. Best time to do the walking tour is around 8.00am, to see the villagers start their day and to escape the heat of the day.

The cost of a village tour is WST\$20 per person.