



Resort Directory

Ni Sa Bula !!

On behalf of the management team & staff, I would like to extend a very warm welcome to Yatule Resort & Spa at Natadola Beach. The team and I are committed to ensure you a comfortable stay and please feel free to contact reception or myself if we can assist you with anything during your stay. This directory will provide you with general resort information to assist you during your stay with us.

Our friendly resort staff is looking forward to ensuring you have a memorable stay for all the right reasons. Enjoy a refreshing cocktail or cold beer at Breakers Bar; Meal selection featuring a range of cuisines, including local, Asian and Tandoori; relax around the pool; enjoy a massage at Spa Vishala or if you want to set out to tour and explore our beautiful Fiji.

I thank you for choosing Yatule Resort & Spa at Natadola Beach and hope you enjoy your stay with us!

Vinaka Vakalevu
John Ambler
Resort Manager
Yatule Resort & Spa





Fire & Safety Instructions

In case of an emergency, your life is our priority. Think of your safety first. In case of an emergency, please notify Reception by dialling '0' or inform one of the resort staff immediately, stating the location and the situation so we can assist you in the best possible way.

In Case of a Fire

Fire extinguishers are located inside your Bures. If there is a fire in your Bure, immediately evacuate, closing all doors behind you, do not risk your life by trying to remove your belongings. Your life is more important than any possession. The evacuation point for fire is located on the beach side lawn adjacent to the pool. Only once the area is declared safe, you'll be permitted to return to your Bure. No attempt should be made to access the affected area prior to approval from the Resort Management.

Water Safety

There are no life guards patrolling the pool and the beach, so please take care when swimming. Never swim alone, always swim with a friend / partner and watch out for each other. Please note at times there may be powerful waves and/or current in the ocean and we recommend you take extra care and swim within your capabilities.

Tsunami Alerts

The Resort is subscribed to receive Tsunami Alerts for the area. In the unlikely event that a Tsunami Alert is received, Management will determine if an evacuation to higher ground is required. Please follow any instructions given by the staff.

Evacuation

In the event of an evacuation, please follow the directions of the staff to make your way quickly and Carefully to the meeting point.



A - Z Directory

Account Information

Please contact Reception who will be happy to present an up-to-date copy of your account at any time.

Air Conditioning

Each Bure has air conditioning which is normally set to maintain the temperature at 24°C. You may adjust the temperature and fan speed using the control panel located on the wall of the Bure.

Amenities

Your room is furnished with Pure Fiji amenities. We also have a full range of Pure Fiji products available for purchase at our Vishala Spa if you'd like to take any of the Pure Fiji products home with you. This includes insect repellent and sun block.

Arrival/Departure

Our regular check-in time is 2.00 pm and our check-out time is 10.00 am. Should you wish to make alternative arrangements, please let the Reception know and we will try to assist you.

Baby Sitting

Please inform the Reception 24 hours in advance if you require a babysitter.

Bank Machine

A bank machine is available at the Intercontinental Golf Resort & Spa, only a 5minute walk from our resort, adjacent to the Convenience Store. Please contact Reception if you need directions.

Breakfast

Breakfast is available at the Na Ua Restaurant from 7.00 am till 10.00 am. The continental buffet breakfast and one order of a hot breakfast item are included in your room rate. We also provide additional a – la -carte breakfast items, which you can find on our breakfast menu at the restaurant.

Coffee and Tea Facilities

Please help yourself to the coffee and tea facilities in your Bure. We also have delicious specialty coffees on the menu at the Na Ua Restaurant and Breakers Bar. Should you require liquid milk this can be purchased from Breakers Bar.



Coral

Fiji waters feature some of the most beautiful corals in the world. We request that you refrain from disturbing the coral by ensuring none of the coral is removed from its natural surroundings. Please also be aware that coral can cause infection if you scratch yourself against it. Therefore, please consult with a Doctor if you are concerned by any injury.

Credit Facilities

Yatule Resort & Spa accepts major credit cards including American Express, Master Card and Visa. Please note for international card payments, a Credit Card Fee of 3.5% applies.

Currency Exchange

For major international currency exchange, we can assist you at the Reception. Please note that we use the ANZ Bank daily selling rate as the base for exchange.

Daily Activities

Some of our daily activities include a cooking class or fun local games. For daily activities, please see the sign board in the lobby or ask our friendly Activities Staff.

Dining

We welcome you for breakfast, lunch and dinner at the Na Ua Restaurant. We offer International and local dishes, as well as Tandoori and Asian specialties on certain nights of the week.

Diving

Diving can be arranged through 'Reef Safari' located at the Intercontinental Golf Resort & Spa next door. Please contact Reception if you need directions.

Door Locking

We have security staff on duty 24/7 however we recommend that you lock your Bure at all times when you are not inside.

Dress Code

Please feel at home at Yatule Resort & Spa and dress comfortably. Do please note that in accordance with local customs, when attending a church service or going to a village, conservative clothing should be worn, covering shoulders and thighs. Nudity and topless sunbathing in public areas are not accepted practices in Fiji.



Electric Current / Voltage

The current in Fiji is 240 volts AC 50Hz with three-pin power points - the same as in Australia and New Zealand. Please dial Reception if you require further assistance.

Emergency Procedures

Please contact Reception by dialling '0' should you require emergency assistance.

Fire Safety

Please familiarise yourself with the emergency procedures and escape route located on the back of your entry door to your Bure.

Hairdryer

Your hairdryer is located in the wardrobe.

Housekeeping Service

Your room attendant will service your room daily. This will include; making your bed, changing your towels and a general tidy up. Please ensure there are no items left on top of your bed so that it can be serviced.

Internet

Complimentary internet access is available in the Lobby, Restaurant and Bar areas. Reception will be happy to give you a complimentary access code.

Internet is available in your Bure at an additional cost. The cost for internet access in your Bure is : F\$12 for 1-hour, F\$25 for 1-day, F\$50 for 3-days or F\$100 for 7-days. Please see Reception should you wish to purchase the Bure internet access.

Iron & Ironing Board

For your convenience, an iron and ironing board are placed in the Bure inside the wardrobe. Please do not forget to unplug the iron after use.

Laundry

We offer an outsourced laundry service seven days a week. Please find a laundry bag and form in your Bure. Please bring your laundry in the laundry bag with the completed form to the Reception by 5pm to receive the clean laundry the following day.



Meal Times

Operating hours for the Na Ua Restaurant are as follows:

Breakfast : 7:00am - 10.00am

Lunch : 11:30am–2:30pm

Dinner : 5:30pm – 9:30pm

Breakers Bar is open daily from 10.00 am - 10:30pm. Happy Hour is 5:30-6:30pm.

Medical

The closest medical facilities are in Sigatoka, which is a 30 minute drive away. For emergency assistance, please call Reception by dialling '0'.

Meeting Facilities

In the event that you require meeting space, please contact Reception who will be pleased to assist you.

Mini Bar

The mini-fridge located in your Bure can be stocked with a Mini-Bar selection of your choice during your stay. Please see Reception for more information on packages available.

Operator

Please dial '0' for assistance with wakeup calls or telephone directory assistance and information.

Pool

The Yatule Pool is located in the centre of the Pool View Bures. Please note that no lifeguard is on duty and please look after your own safety as well as the safety of your travel companion(s).

Pool Towels

Pool towels are available at the Reception. We request that you do not use the white towels from your Bure at the pool or the beach, thank you.

Room Service

Menus are available at the back of this Compendium. For Room Service, a delivery fee of F\$10 applies.



Room to Room Dialling

Simply dial '20' followed by the respective two digit room number. For example please dial "2001" for room 1.

Safety Deposit Box

For your convenience and safety, all Bures are equipped with an electronic safe in your wardrobe. We recommend that you place all valuables in the electronic safe throughout your stay. Please note that the resort cannot be held responsible for any items lost or stolen.

Snorkelling

Snorkelling equipment is available for hire for F\$10 per set per day. Our Reception or Activity Staff will be happy to arrange the snorkelling equipment for you.

Spa Vishala

Vishala Spa offers a range of relaxing massages and treatments. Please refer to the Spa Menu.

Sporting Activities

If you like to stay fit during your holiday, please contact Reception or the Activities Staff to learn more about our sporting activities ranging from watersports to volleyball.

Storage

Please contact Reception if we can store your luggage for you while you wait for your airport transfer.

Telephone

The phone in your Bure enables you to call the Reception (dial '0'), call another room (dial '20' followed by 2 digit Bure number) or place an outside call (dial '9').

Television

For your viewing pleasure, Yatule Resort & Spa has selected a range of channels with up to the minute news, movies, sports and documentaries. Channels include: TVWAN, TVWAN Action, CNN, FYI, Warner TV and ESPN.



Tour Desk

The Tour Desk located in the lobby. From [tour, i.e. local village tour] to [tour, i.e. swimming at the waterfalls], please feel free to approach our Tour Desk staff for more information on popular sightseeing tours. We can also arrange car rentals and airport transfers.

Tropical Insects

Mosquitos and sandflies can be bothersome at times, particularly in the evening hours. We recommend you use insect repellent in case you are sensitive to insect bites.

Umbrellas

Umbrellas are placed in the Bure inside the wardrobe of your room. Please dial Reception should you require assistance during wet weather. We hope you won't need them often during your stay with us.

Wake-up Calls

Please dial '0' for Reception, who will be happy to schedule an automated wake up call for you.

Water

While it is safe to drink the tap water, bottled water is available for purchase at the Breakers Bar.

Water Sports

Water sports equipment is available for hire at the following rates-

Kayak - F\$30 per hour

Stand-Up Paddle board - F\$25 per hour

Snorkelling equipment is available for hire for F\$10 per set per day.

We do ask you to complete a disclaimer form prior to using the water sports equipment.

Thank you for your understanding