



RESERVATION & TRAVEL POLICIES

Payments: A deposit of US \$100 per person is required in order to confirm a reservation. The final balance is due 45 days prior to arrival date. **If you are paying your deposit by credit card, your card will be automatically charged for final payment on the due date.** Reservations are not confirmed until proper payment is received. Reservations made within 45 days of arrival require full payment at time of reservation.

Forms of Payment: All payments must be made in US currency. Checks must be drawn on US banks payable to Reservation Services International and mailed to Manta Lodge, C/O Reservation Services International, P.O. Box 14486, Ft Lauderdale, FL 33302. We also accept MasterCard and Visa. **If you are paying your deposit by credit card, your card will be automatically charged for final payment on the due date.**

Group Reservations: Special deposit, payment and cancellation policies apply. Please inquire.

Cancellations/Refunds: Cancellations made 46 days or more prior to arrival will receive a full refund. Cancellations made within 45 – 30 days of arrival will forfeit the deposit. Cancellations 29 days or less, no-shows, unused nights and/or package features due to premature departure: no refunds. The full amount is forfeit. The unused portion of any reservation is non-transferable and not refundable. Manta Lodge is not responsible for missed or delayed flights. We highly encourage the purchase of trip insurance!

Re-Booking and/or Change in Reservation Fee: A US\$25.00 per person fee will be assessed for any changes made to reservations once vouchers and documents have been issued. Change fees are in addition to any applicable penalties as the original date is being cancelled.

Minimum Stays: A five night minimum stay is required for all Christmas and New Year's reservations.

Children: When sharing the room with one or two full paying adults are free if under 5 years old, children ages 5 - 12 years old are \$18.15 per night (inclusive of tax and service charges).

Entry Requirements: Everyone, including children of any age entering Trinidad and Tobago must have a valid passport and a return or ongoing ticket. The Passport must be valid for at least three months after the end of your proposed visit. No visas are required for US or Canadian citizens. For other nationalities, it is your responsibility to ensure your own visa requirements, and no refunds will be awarded for customers denied access for lack of a proper visa.

PROTECT YOUR VACATION! We strongly encourage the purchase of trip insurance!

[Click here for further information on trip cancellation and interruption insurance.](#)

We also encourage all divers to have [Dan Master Insurance Plans](#)



TRIP PLANNING

Packing Considerations: Casual attire is the norm. Comfortable, light cotton clothing is recommended to protect you from hot daytime temperatures, but pack a light sweater as it can get quite cool in the evening. **Please note, it is illegal in Trinidad and Tobago for civilians to wear camouflage clothing and these items will be seized if found in your possession.** For trips into the rainforest, you may want to consider bringing lightweight, long trousers and long sleeved top and sturdy, preferably waterproof shoes for hiking. During rainy season the renting of a pair of “Wellies” for rain forest trips is a must. Your guide will stop by a small stand where you can rent these classic waterproof British Wellington boots, but please be sure to bring your sport socks with you! **Do not forget to pack your binoculars!** Please inquire if you would like more information on our bird and nature tours!

You will be near to the equator in Tobago and the sun's rays will be strong, so be sure to pack plenty of high factor sun screen and a hat or visor. **Bringing mosquito repellent & bite cream** is advised. In terms of **toiletries**, we'll provide you with body soap at the Lodge, but please bring your own shampoo, conditioner and hair dryer. Linens are provided including beach towels.

Your **room** is equipped with a hot water for making tea or coffee. You can either bring along your own tea or coffee or purchase coffee packets or tea bags for \$15 TT at the resort. If you bring your own coffee it should be in single-serve round packets. Tea bags will work just fine. It is also recommended that you bring your own sugar or sugar substitute packets and single serving creamers. **Electricity** in your room is 110 voltage, the same as in North America. The standard electric socket is a two (sometimes three) pin socket, so no adapters are needed.

Divers can rent all equipment or bring their own to be stored on property. To ensure your easy and safe return to the dive boat, all divers on Tobago are required to **wear a safety sausage**. Sausages are available for rent at the dive shop for those who do not have their own. Water temperature ranges between 77°F (25°C) and 82°F (28°C), with the average being 81°F (27°C) for most dives. A 2-mm shortie to 3-mm full suit is recommended for divers.

Airline luggage restrictions are constantly changing. **Be sure to check your airline's web site(s) for the most current information on baggage allowances and restrictions.** For most international flights, any luggage over 50 pounds will have a surcharge. You could potentially be told to remove something from the bag. In most cases luggage over 70 pounds will not be accepted. Domestic flights, especially if booked independently of the international flight will most likely have other allowances and restrictions. Best advice is to travel light!

In the unlikely event you arrive on Tobago without your luggage, please make sure you have packed your “trip essentials” in your carry on bag, such as **your C-Card for diving or Referral Papers for Dive Courses**, a pair of shorts, bathing suit, dive mask, medicine, sunglasses or anything you consider necessary to begin enjoying your stay from the moment you arrive. **Caribbean Airline** passengers should keep in mind that the overhead compartments are very small and most carry on luggage will need to be checked curb side before boarding the plane.

Vaccinations: There are currently no compulsory vaccination requirements for entry to Trinidad & Tobago. The [Center for Disease Control](#) in the US offers updates and advisories for travelers.



**IMPORTANT INFORMATION –
PLEASE REMEMBER TO TAKE THIS WITH YOU!**

ARRIVING IN TRINIDAD AND TOBAGO

Arriving in Trinidad: If your flight to Tobago is via Trinidad, you will need to clear customs in Trinidad. Once you have cleared, you (and your luggage) will pass a number of duty free shops on your way to the Caribbean Airlines check in counter. Please be aware that you can make duty free purchases despite the fact you will be traveling “in transit.” However you will need to remember to pack any liquid or gel items purchased in your checked baggage.

Connecting to Caribbean Airlines: Once you have cleared Immigration and Customs proceed to the main terminal to the Hall of Presidents. Facing the outside door the check-in area for Caribbean Airlines will be to your right. After checking in your luggage return to domestic security. Please be advised there are no snack or restroom facilities in the domestic waiting area in Trinidad.

Arriving at the Tobago Airport: If you purchased a reservation package that includes transfers, and have notified us in advance of your flight plans, you will be met by a Manta Lodge representative just outside the airport terminal. Please be sure we have your accurate flight information to ensure we are there to meet you! After securing your baggage, simply depart the building and look for a Tobagan holding a sign bearing your parties name. In the event you do not see your designated driver, please go to the Information Desk in the airport terminal and ask for assistance calling Manta Lodge. The phone number for the lodge is 1-868-660-5268 (if using your cell phone) 660-5268 (if using a local phone).

Exchanging Currency at the Airport: The local currency is the Trinidad and Tobago Dollar (TTD), which is the most commonly accepted form of currency. Many hotels, restaurants and shops will accept foreign currency as a form of payment, please ask the restaurant’s payment preference prior to being seated. It is highly recommended that you change your money at the Airport Cambio to the TT dollar upon arrival. You can reconvert any currency before your departure. Most ATMs will give advances on credit cards in TT dollars and banks can also convert your cash. Note: If using credit cards on island, please be aware that most credit-card companies are now adding an extra 2% to 5% fee on international transactions in addition to any currency-exchange commissions. There are no ATMs or banks in Speyside you may convert money at the resort.

Getting to Manta Lodge: The drive to the lodge takes approximately 1 ½ hours via roads winding through Tobago’s lush mountainous terrain. Should you wish to stop for water or snacks for your journey, we advise you ask your guide to do so while you are still “in town” before departing for the more remote areas. You should also be aware that your driver is not just a taxi service, but one of Manta Lodge’s carefully selected and hired Tour Guides. Should you be planning on taking any tours of the island or nature hikes, it is likely to be arranged by the Lodge with one of our transfer drivers. So enjoy your drive with him, as you will have a great resource available to you during this time! A tip of approximately \$20.00 US would be appropriate for the guide (at your discretion.)

Arriving at Manta Lodge: The front office staff will be available to welcome all guests regardless of arrival time. When completing the guest registration form, we will request a credit card imprint as a



deposit against incidental charges incurred during the stay. If a guest does not have a Visa or MasterCard, then a US \$200 cash deposit per person will be required. No personal checks will be accepted on island.

Phone: The international dialing code for Trinidad and Tobago is 1-868 followed by the seven digit number. To call the Resort from the US or Canada, please dial 1-868-660-5268. On the island, use the last seven digits alone. Mobile phones that run on the GSM network will work here, but expect a patchy service, as much of the island has severe terrain, and this can interfere with the signal.

Internet: Wireless Internet access is available most of the time* with your laptop or with a shared computer in the common area of the Lodge for \$5.00 per person per day, \$25.00 per week. * Due to the remote mountainous location, a signal is not always available.

Food Service: Meals at The Green Moray are expertly prepared The Green Moray Bar & Restaurant is open 7 days a week, from 7:30 am – 10:00 for breakfast and 12:00 noon – 3:00 p.m. for lunch, and 6:30 – 9:00 pm for dinner. The Bar remains open after dinner if guests wish. There are also two or three other restaurants within walking distance, as well as a small convenience store. (You'll need TTD currency at the convenience store!)

Dive Registration, Orientation: Tobago Dive Experience, which is located on property, opens at 8:00 am. Divers will need to register at the dive center on their first morning (at approximately 8:30) and bring their (1) dive certification card, (2) diving vouchers, (3) and a Master Card or Visa credit card for a security deposit. Tobago Dive Experience conducts a short land based orientation session on their first morning of diving. Our boats depart for one tank dives at 9:00am, 11:30am and 2:00pm every day of the year, plus night dives when requested at 6:30pm. Night dives require a minimum of two divers. **Note on Nitrox:** Nitrox is generally available for \$15.00 per tank surcharge however there have been occasion were oxygen is not available on island for mixing the gases.

Gear Storage & Gear Considerations: Gear storage is available free of charge. The dive shop will provide you with a “gear basket” to transport your gear to the dive docks, and unless you have requested otherwise, will set up, rinse and store your gear for you for the next dive day.

Weather: Located just 11° north of the equator, safely outside the main hurricane belt, Tobago enjoys a tropical climate and is sunny all year round. The average daytime temperature is 83°F (29°C). Trade Winds blow consistently, cooling the island so effectively that air-conditioning is the exception rather than the rule. Tobago has two seasons: the Dry Season between December and May, and the Wet Season between June and November. Although rain fall is at its heaviest during the Rainy Season, it is quite possible to get it at any other time as well, and generally in short, sharp bursts that thankfully fall around dawn giving way to sunshine for the daylight hours.

Time: Tobago is 1 hour ahead of Eastern Standard Time (EST). If it is 9:00 am in New York it is 8:00 am in Tobago.

Tipping: Tipping is much the same as in North America. **Please note that Tobago Dive Experience does not include a service charge in their rates!** Divers are requested to present tips for the dive staff to the Dive Manager or Assistant Dive Manager for subsequent distribution to the staff.

U.S. Toll Free: 866 486-2246 • US Tel: 954 453-5028 • Island Direct: 868-660-5268

E-Mail: reservations@mantalodge.com www.mantalodge.com

3/14/2012



Security & Safety: Tobago is a safe island; however visitors should exercise common sense and not keep large amounts of cash in their rooms or valuables unattended. There are no safes in the rooms; however there is a safe available at the Front Office where you can secure valuables you will not need during your daily activities. One of the beauties of Tobago is the fact that you are still able to wander off the 'main' routes and down any lane or street anywhere on the island, without ever feeling at risk. So feel free to explore the area around the lodge on foot on your own at any time.

Language: The official language of Trinidad and Tobago is English, but Spanish and to a lesser extent French patois, Hindi and Chinese is spoken by some segments of the population through culture and heritage.

Legal Age: 18 for drinking beer and other alcohol; 21 for gambling in a casino and for renting a car.

Insects: All tropical destinations have their fair share of insects. Fortunately, Tobago has few poisonous or venomous creatures. The bites of smaller insects are generally no more than an inconvenience. As with everything, prevention is key, so we encourage guests to follow the standard guidelines: use a good mosquito/insect repellent containing 50% DEET and apply it regularly to exposed body parts as well as your clothing and avoid wearing black or dark colors in the evening as these colors are especially attractive to mosquitoes. It is also best to refrain from wearing perfume, aftershave or other scented skin or hair products.

Drinking Water: The water on Tobago is safe to drink, but visitors with slightly sensitive stomachs or immune systems may find a degree of sensitivity if they drink too much of the water over the first few days and may want to stick to bottled water, which is readily available at the bar. Please be sure to remain well hydrated while on holiday!

Medical Care & Emergencies: Medical care on Tobago is somewhat limited compared to that in North America and the main hospital a good hour drive away. Proof of ability to pay may be required before treatment is given. The hospital can be contacted on **631-2551/2552**. All complex medical cases are transferred to Trinidad, where excellent medical facilities exist. A hyperbaric recompression chamber is located in Roxborough, a short 15 minutes drive from Manta Lodge. We strongly recommend that you obtain comprehensive travel and medical insurance before traveling. Please call us at 866 486-2246 to inquire. Be sure to bring **any and all** medical supplies you may need with you. The nearest place to purchase ANYTHING is in Scarborough which is at least an hour away.

Return Flight Information: Once on island it is not necessary to reconfirm your return flights. Please be sure you are at the Tobago airport 2 hours prior to your scheduled departure for direct international flights, or 1 hour before for domestic flights connecting via Trinidad. If you are connecting in Trinidad you will need to allow for 2 hours connecting time from when you land in Trinidad. Please note that food service is NOT available inside your gate at the Tobago Airport, but is available outside the terminal near your flight check in point as well as readily available at the Trinidad Airport.

Exit Requirements: There is a departure tax of TT\$100 (US\$16) per person, payable at the airport in Tobago for all passengers under 60. Travelers over the age of 60 are exempt from the tax! The tax is



paid in Tobago if you are departing for North America directly or in Trinidad if you have a connecting flight. Price subject to change without notice.