



## Frequently Asked Questions

### **How far is Jungle Bay from the airport?**

Most flights are via Melville Hall Airport (DOM), located on the north east of the island which is approximately one and a half hour drive from Jungle Bay.

### **We are having trouble finding airline tickets to travel to Dominica from the USA/Canada. What do you recommend?**

From the USA you will likely fly with American Airlines or another US Airline from the US to San Juan, Puerto Rico (SJU), Antigua (ANU) or Barbados (BGI) for your connection flight with American Eagle (via San Juan only) or LIAT and arrive at Melville Hall airport (DOM). From Canada you would take Air Canada to Antigua or Barbados and LIAT to Dominica. You will then have a 1 hour 30 minutes scenic drive to Jungle Bay.

Alternatively, there are flights and/or ferries to Dominica from many Caribbean islands including Martinique, St. Lucia and Guadeloupe. Visit [www.vayama.com](http://www.vayama.com) for help finding flights to Dominica. One of our reservations agents would be happy to assist you in finding the best flight to our 'Nature Isle'. Email us at [info@junglebaydominica.com](mailto:info@junglebaydominica.com)

### **How far is Jungle Bay from the town/capital?**

Roseau, the capital of Dominica, is only 45 minutes drive (one way) from the resort.

### **We are booking the Jungle Spa Package; does this mean that our transportation from the airport to Jungle Bay is included in the package price?**

Yes! The Jungle Spa package includes your transfer to and from the resort; be it round trip from the port of entry/exit or other choice destination on island.

### **I am not booking the Jungle Spa Adventure Package which includes transportation. What rental car company do you recommend?**

Road Runner Rental is reliable and extends its services to drop-offs/picks-ups at the airport or resort. You may reserve a vehicle of your choice, such as an SUV or jeep by providing your credit card details. Rates begin at US\$40 per day plus VAT taxes of 15%.

Road Runner, Roseau, Commonwealth of Dominica

Phone: 1 (767) 440 29 52 or 1 (767) 276 38 04

Email: [roadrunnerrental@cwdom.dm](mailto:roadrunnerrental@cwdom.dm)

Internet: <http://www.roadrunnercarrental.com>

### **What is it like to drive in Dominica?**

In Dominica the roads are narrow, windy and quite steep in some places. Driving is on the left hand side.

### **Can you give us driving directions to Jungle Bay?**

Please email us and we will send you directions on driving to Jungle Bay. [info@junglebaydominica.com](mailto:info@junglebaydominica.com)

**How much does it cost to get to and from the airport to Jungle Bay if I am not booking the Jungle Spa Adventure Package?**

Due to the distance and high price of fuel, taxis from Melville Hall generally cost approximately \$90 US each for taxi hire of up to 3 persons. From the port in the town of Roseau the cost is approximately \$55 US each way.

**Do you provide a schedule of available tours? Should we schedule activities and spa treatments before we arrive?**

We will send you a copy of the weekly schedule of activities prior to your arrival. It is best if you wait until the day before each trip to hold your place on the tours, You will have the option of signing up for activities and scheduling spa appointments on a daily basis as your needs or interests arise so there is no need to do so prior to arrival. Private tours can be arranged as well.

**If I am interested in some of the more lengthy hikes, are sneakers okay as footwear or should I bring my hiking boots?**

We recommend sneakers. They are better for the trails as they are generally more flexible and have good grips.

**Are tour guides necessary on all the hikes?**

Although some trails the ZomZom trail at the resort are self-guided we do highly recommend touring with a guide. The guides are local and very familiar with the terrain, the flora and fauna and possible danger points. Many of the trails in Dominica are not well marked nor well trodden. Our guides are well trained and highly knowledgeable, and can enhance your hiking experience. If you do decide to head out on your own, we would be happy to give you advice on whether or not a guide is required for each specific trail.

**The activity I am interested in is not offered on the day I am there, can I do this activity when I want?**

Our Jungle Spa Adventure package includes only activities as scheduled. We would be happy to help you arrange a specific tour (please keep in mind custom tours are NOT included in the Jungle Spa Adventure Package price and may be subject to a premium). Please let us know if there is something you don't want to miss and we will do our best to set something up for you. Custom tours are subject to availability.

**I would like to do the Boiling Lake tour, but it is listed as extremely challenging, what does that mean exactly? Is this tour right for me?**

The Boiling Lake hike is indeed extremely challenging but also very rewarding. The drive to the trailhead is 1.5 hours each way. The hike involves a difficult 3 to 3.5 hour trek over Dominica's challenging mountain terrain to the 2<sup>nd</sup> largest boiling lake in the world, located within the eastern Caribbean's only UNESCO World Heritage Site, followed by a 3 to 3.5 hour hike back. Along the way, you will encounter mountains, rainforests, streams, hot springs and the moon-like Valley of Desolation with bubbling therapeutic mud. Including the drive your Boiling Lake excursion will take approximately 10 hours. We recommend this tour for people in good to excellent physical condition with prior hiking experience.

**I was at Jungle Bay last winter and was wondering if the activities schedule will be the same?**

Our activities schedule is rotated periodically to include numerous different activities and excursions on-site and around the island.

**Can we swim at Jungle Bay? What is the beach like?**

Due to the rough waves and strong ocean currents, swimming from the Jungle Bay Beach is strongly discouraged. Our Bayside Cabana deck allows for quiet relaxation by the water and the beautiful stone beach is perfect for exploring. We also have a beautiful volcanic stone pool with a deck and lounge chairs to relax at and the therapeutic White River is near the resort if you chose to take a swim (about 10 walking minutes away from Jungle Bay).

**How do I dress for dinner? Is there a dress code for the restaurant?**

Dress at the Pavilion Restaurant is island casual. Ladies will not want to wear heels as the trails are a bit uneven and everyone generally keeps to comfortable clothing. We have great ambiance in the dining room in the evening but we are in the rainforest so no need to dress up too much.

**Is internet and international telephone access available at the resort?**

Complimentary internet access on our computers is available or you can bring your laptop and use our wireless at the Front Office. Cottages are equipped with telephones for your privacy, so to receive incoming calls, you simply need to ask your friends or family to call you at 1-767-446-1789 and the receptionist will transfer the call to your cottage.

**Are there mosquitoes or other bugs and are mosquito nets necessary?**

We are on the south east coast of Dominica with a slight breeze which fortunately keeps our property cool and eliminates the need for air conditioners and bug repellants. We have some mosquito nets available but these are rarely required or used.

**What voltage is your electrical current?**

Our cottages are equipped with standard US 110V/120V power outlets throughout. 220V/240V is also available, on transformers in cottages and in most common areas, such as the reception centre, to allow the recharging of electronic devices that use this voltage though an adapter may be needed.

**Is there anything in particular that we should remember to pack?**

We recommend that you pack two sets of clothes and comfortable walking shoes in a carry-on bag in the event that your luggage is delayed. Remember to pack comfortable, lightweight clothing in quick-dry fabrics clothing, bathing suits, walking shoes that can get wet with good grips (sneakers work well), waterproof sandals or shoes, waterproof sunscreen and your camera.

**Clothing:**

- Comfortable hiking shorts or skorts (combination skirt/shorts)
- Bathing suit
- Walking sandals (with good grip and straps) and/or “Amphibian” water shoes / waterproof shoes
- Workout/walking shoes with good grip (running shoes or trail hikers work well)
- Raincoat

If you will be participating in yoga classes we recommend light comfortable clothing with a bit of stretch.

**Other items:**

- Sunglasses
- Sweatproof/waterproof sunscreen
- Small travel back pack (can be used as your carry-on)
- Camera (incl. batteries and waterproof bag if you have one)
- Toiletries (remember that liquids are limited on planes/in carry-on baggage; check with your airline for the latest restrictions about this)

Last but not least...don't forget your sense of adventure!

**I am a beginner at yoga; will I be ok taking part in the weekday morning classes?**

Yes! Our yoga classes are beginner level and will help you get centered and start your day with light stretching before heading off to your hikes for the day.

**Do you have any type of laundry facilities for the guests at Jungle Bay?**

We do have an onsite laundry facility which is available for your laundering services, including ironing upon request. An order form and laundry bag can be found in your cottage.

**What are the checking in and checking out times at Jungle Bay?**

Check-In time is any time after 2pm and Check-Out time is by 12 noon. Any requests for earlier check-ins or later check-outs should be done upon making your reservations and are subject to availability.

**We have other friends or family members who want to stay in a cottage near ours, is that possible?**

We do have cottages that are close to each other and they all have the convenience of a phone so you may keep in touch with them in the privacy of your cottage while you are here.

**Do you have cottages with more than one bed?**

Yes. Our cottages vary in the number of beds and are most all are designed for 2 adults in order to offer optimal comfort. We have 20 cottages each with one king-size bed and 15 cottages with two double beds (both in the same room). Three of the units in this category are family-sized cottages, big enough to sleep two adults and two children in the double beds, as well as room for a cot / daybed for a fifth person. Additional charges for more than 2 adults in a room vary with our seasonal rates, which you can check at: <http://www.junglebaydominica.com/rates.cfm>

**Are the rooms/cottages air-conditioned?**

The natural material used to build your cottage is designed to eliminate the need for the use of artificial ventilation allowing you to enjoy the natural, "sweet" breeze of the jungle and the ocean. All cottages are feature ceiling fans which offers more than adequate cooling.

**I've heard that getting to some of the cottages at Jungle Bay involves climbing a lot of steps. Is this true?**

YES! The physical layout of our property was designed with views, your privacy and a nice ocean breeze in mind. The cottages are perched on a hillside in the rainforest and they are accessible via a network of pathways and steps. We will do our best to accommodate cottage location requests, but these are not guaranteed. Please let us know if you have a physical limitation so we can situate you in the most ideal cottage.

**What is the hotel's Cancellation Policy?**

All cancellations within 14 to 30 days (depending on the time of year you book) of planned arrival will forfeit the deposit taken on your credit card. Cancellations prior to those 14 to 30 days will forfeit a minimum of \$US 100.00 administration fee respectively 10% of the paid deposit amount to cover our bank charges.

**We are interested in going SCUBA diving while we are there. Can we choose this as one of our daily excursions? Also, do you recommend we make our dive reservations now?**

We would be delighted to arrange your diving trips with our prefer dive masters here in the island. If you book on the Jungle Spa Adventure Package you can also reserve the 'Dive Add-On' at a supplement rate of \$80US per person for a 2 tank dive. Transportation to and from the dive site will be provided in this package and it is available Monday's, Wednesday's and Friday's. This activity is offered for certified divers only, so remember to bring your dive card along with you to Dominica.

**Is the spa and restaurant open to non-resort guests?**

YES! Please call (767-446-1789) or email ([info@junglebaydominica.com](mailto:info@junglebaydominica.com)) to make a reservation prior to your arrival.

**Is the pool open to non hotel guests?**

The pool is not open to the general public; it is for overnight guests only.

**Do you have a policy on children?**

Families with children are welcome at Jungle Bay however we request that noise be kept to a minimum as a courtesy to other guests.

**Do you have an on-site restaurant? How far away are other restaurants?**

Our full-service Pavilion Restaurant and bar is located a very short walk from the cottages. We offer a range of vegetarian, fresh fish and seafood as well as chicken dishes along with organic local produce to create delicious Caribbean fare.

Operating hours are: Breakfast 7:00am to 10:00am, lunch 12:00pm to 2:30pm, dinner 6:00pm to 9:00pm.

Other restaurants are located approximately 45 minutes away in the town of Roseau.

**What is the average temperature in Dominica?**

The island's annual temperature averages at 27 C (80 F).

**What currency do you use in Dominica?**

The official and widely used currency of Dominica is the Eastern Caribbean Dollar. Credit Cards and Traveler's Checks are accepted in major town centers such as Portsmouth and Roseau and at most attractions. We recommend carrying Eastern Caribbean dollars or US dollars in small bills while traveling around the island.

**If you have any other questions, please contact us:**

**Jungle Bay Resort and Spa**

**email: [info@junglebaydominica.com](mailto:info@junglebaydominica.com)**

**phone : 1-767-446-1789**

**[www.junglebaydominica.com](http://www.junglebaydominica.com)**