



## FAQ – Our Answers to Your Most Asked Questions

### WHAT TRANSFER OPTIONS ARE THERE FROM NADI AIRPORT TO MUSKET COVE

Most popular mode of transfer is Malolo Cat. A catamaran service which operates 4 scheduled services daily. Price also includes return shuttle between Nadi Airport or Nadi hotels to Denarau Marina. Approx travel time from Denarau, 1 hour. To avoid having to overnight in Nadi book flights that don't arrive past 4pm. Fast speedboat charters, Seaplane and Helicopter transfers also available.

### WHAT SNORKELLING CHOICES DO YOU OFFER

Malolo Lailai Island, home to Musket Cove is situated just minutes from some of Fiji's most spectacular snorkelling. Our main beach is tidal therefore not suitable for snorkelling. We offer a FREE snorkel trip each day at low tide. Plus, additional paid trips.

We also have all tide snorkelling off our adjoining Coral Cay Island, behind the Island Bar.

### WHAT ACTIVITIES DO YOU OFFER?

We offer a range of water activities and excursions. Including Island Cruises, Dolphin Safaris, Sport / Game fishing and your choice of private charters. We offer daily adult activities, walking tours and cultural experiences, including visiting neighbouring village.

### TELL ME ABOUT SURFING / KITE SURFING

Resort is located approx. 20 minutes by long boat to Namotu and neighbouring breaks & 30 minutes to Cloudbreak. Surf Season is May to Nov. This is determined by prevailing winds. We use a third-party company Jonah Surf Charters. Trips usually last 3 hours, but they will stay longer if great surf. Which break depends on swell, wind and the consensus on the boat. All competence levels are catered. Surf boards are available for rent. Kite Surfing - Low Tide at the Sandbank, 10 minutes from Musket is the perfect location. More information: <https://www.musketcovefiji.com/activities>

#### **DO YOU OFFER BABYSITTING / CHILDMINDING?**

Yes, Fijian mums are the best. Our team of sitters have been formally trained and delight in looking after your young ones. F\$10 per hour per child

#### **DO YOU HAVE A KIDS CLUB**

No. however Musket Cove is family friendly, but not family focused. We prefer to listen to visiting children and depending on numbers and age, our team of activities staff will design activities around their desires. Always with a Fiji influence. Depending on numbers we also host night activities and movies.

#### **DO YOU HAVE LAUNDRY FACILITY?**

Yes, we offer a wash and fold service for a charge, or you can access the resorts disc operate Laundromat. Located at the Marina.

#### **WHAT ARE YOUR CHECK-IN & CHECK-OUT TIMES**

Check IN = 2pm, Check OUT = 10am

#### **CAN I HAVE AN EARLY/LATE CHECK-IN/OUT**

Yes, we do our best to accommodate, but cannot guarantee. If you require secured timing, you'd have to purchase an extra night's accommodation. If by chance we cannot achieve an early check-in or late checkout. We offer use of our complimentary day use rooms, first in first serve.

#### **DO YOU HAVE A RUNNING JOGGING MAP OF THE ISLAND?**

Yes, the island offers several kilometres of jogging or trekking trails with uninhabited beaches to explore.

#### **HOW BEST TO GET AROUND?**

Rooms and villas are well spaced throughout our gardens, and within walking distance to main facilities and pool. Most guests walk, but we also offer rental beach cruiser push bikes – daily or weekly. Kids bikes and rear mounted toddler seats also available.

#### **WHAT'S THE SCUBA DIVING LIKE?**

Multi award winning Subsurface Dive is based out of Musket Cove. Offering a fully equipped Padi Gold Palm dive centre. Access to the best Mamanuca dive sites all within minutes off the island. Top notch equipment and a professional team of Fijian dive instructors and crew. Majority of courses available. Mamanucas offers Fiji's best low impact recreational diving. Reefs, walls, drift & abundant life. Hard core diving is in the North. Shark diving Beqa Lagoon.

### **ARE GARDEN BURES SUITABLE FOR FAMILIES WITH TEENAGERS**

Our bures are some of the largest in Fiji. Configured with a King bed and two single beds. Sliding screens offer privacy between the two areas.

Alternatively, our two-bedroom villas would be ideal. With two bedrooms, each with ensuite bathroom, living room, kitchenette and outdoor living spaces.

### **DO YOU HAVE A CONVENIENCE STORE?**

Yes, we have a well-stocked General Store with deli items, fruits & veges, dry goods, daily fresh bread, beverages, ice-creams, biscuits and large range of snacks. ANZ ATM also available.

### **DO YOU HOLD WEDDINGS**

Absolutely. Because Musket Cove has so much space and options on things to do. We can cater for all guests tastes and likes. 150 is maximum number and all guests must be staying at Musket. We have a selection of locations, themes and catering options. Great value packages and bespoke celebrations available. To ensure each event is special we only allow limited number of weddings per week. Email Gloria for more details [events@musketcovefiji.com](mailto:events@musketcovefiji.com)

### **IS MUSKET COVE SUITABLE FOR HONEYMOONERS**

With the amount of space, layout and room types. Musket Cove is perfect. Our Adult only Beach Bures are quiet and secluded. We offer several romantic dining options. You can enjoy the best of both worlds, as much seclusion as you wish whilst keeping contact with others at arm's length. It's nice to meet new people, make new friends and enjoy experiences.

### **DO YOU HAVE A SPA?**

Makare Wellness spa is our haven of tranquility located centrally. Five thatched treatment rooms and relaxation areas offering full spa services, with salon. Daily discounts available.

### **WHAT ARE YOUR DIRECT BOOKING PAYMENT OPTIONS?**

To secure space one night's refundable accommodation is required with final payment due sixty (60) days prior to arrival. You can choose either credit card or direct deposit into our bank. Handling fees apply.

#### **WHAT IS THE WEATHER LIKE IN SUMMER, (DEC TO MAR)?**

Summer is hot, but chilling poolside with an icy cold beer or cocktail soon lowers the temperature. The likelihood of rain is increased, but not guaranteed. The weather can be stunning for weeks on end. Water temperature is around 30c. Summer in Fiji is a great time to travel. Because this is when the best packages and special offers are available.

#### **WHAT ARE THE DIFFERENCES BETWEEN BURE AND VILLA CATEGORIES?**

**Garden Bures x 15** = Located very close to main facilities & pool. With direct beach access. The bures are some of Fiji's most spacious. Scattered along the edge of a large open lawn. For the romantic there are 5 Bures on a raised section of island behind the others. These boast outdoor showers.

**Lagoon Bures x 6** = Hugging the edge of an island canal. Perfect for relaxing and watching the world slip by (no children under 12)

**Beach Bures x 12** = Scattered along the resort's beachfront, large spacious split-level interiors with kitchenette. Adults only.

**Two Bedroom Island Villas x 10** = Sharing their own private island. Connected to the resort by bridge. The island boasts a central shared pool and BBQ area. A five-minute stroll to resort facilities.

**Two Bedroom Garden Villas x 6** = Duplex split-level villas scattered through landscaped gardens and lawns. Direct access to resort facilities and offer a small plunge pool.

Both villa categories have two bedrooms, with ensuite bathrooms, kitchenette, living room and outdoor entertaining area.

**Raintree Hotel Rooms x 6** = Centrally located to main facilities. These budget rooms are located on the first floor or a colonial style Plantation building, with three-sided veranda. No children under 5.

All Bures, Villas & Raintree Rooms are airconditioned and serviced daily.

#### **CAN I CHARGE TO MY BURE/VILLA? AND HOW BEST TO SETTLE MY ACCOUNT.**

Absolutely, you encouraged to charge purchases to your account. But please remember to sign each docket for each transaction. During your stay you are welcome to check your file at any time. Your file is kept at front office.

#### **WHAT IS YOUR TIPPING POLICY?**

Tipping is not necessary, and if you choose not to, you will not be frowned upon. However, if you would like to show your appreciation, we recommend tipping into the TIP box at reception. These tips are collected and 100% of tips collected is shared equally between all staff, including those behind the scene workers who are equally deserving.

### **I WANT TO EXPERIENCE FIJI'S CULTURE. WHAT DO YOU OFFER?**

As a Fiji family owned and operated business. Sharing Fiji's culture is important to us. We offer weekly village tours, Fiji medicine walks to learn about native medicines and remedies, Fiji delicacy cooking classes twice a week, Weekly Kava ceremony and traditional Fiji Meke show, wood carvers and much more.

### **IF I AM VEGETARIAN OR HAVE SPECIAL DIETARY NEEDS, WILL I HAVE ADEQUATE OPTIONS?**

Yes, the resort offers gluten-free, vegetarian options, and additional assistance in accommodating special dietary needs (please notify the chef ahead of time or at check-in, should this be the case). Email: [chef@musketcovefiji.com](mailto:chef@musketcovefiji.com)

### **WHAT DOES MEAL PLAN COST AND WHAT'S INCLUDED?**

There is no Meal Plan available as Breakfast, Lunch & Dinner are included in our Room Rate. You can choose to dine at all venues - some conditions apply. Please check the terms and conditions at <https://www.musketcovefiji.com/dining>. For visitors dining at the Resort, please refer to the venue menus for pricing.

### **WHAT MEDICAL FACILITIES ARE AVAILABLE?**

A number of our team are trained in first aid. The island also houses a clinic with two full time nurses available 24 hours. Medivac also available if required. Costs are incurred.

### **ARE THERE BUGS & MOSQUITOES**

Yes, we are a pristine tropical island with an abundance of tropical vegetation. You may notice some ants, beetles, land crabs and toads after rain. All are harmless. Mosquitoes go hand in hand with any tropical destination. Fortunately, as we are located in the West of Fiji, being the driest area, we do not experience as many as other regions. We also take preventative measures, such as twice daily misting of the resort grounds and all rooms are fly screened. We have had no reported cases of Zika in the region. But if you are concerned, we suggest you contact your consulate or embassy for advice.

### **DO I REQUIRE TRAVEL INSURANCE?**

Nobody wants to think about things that might go wrong on their holiday, but things can and do happen. Make your trip more enjoyable and travel with confidence by purchasing travel insurance. Policies vary, we suggest you read yours thoroughly.