



Service FAQs

Meals: Your meals will be served in our Vale-Ni-Kana Dining Room. We have a meal plan that provides your breakfast, lunch and dinner. Our tariff covers you from the moment you arrive at Matangi Island.

Breakfast is a buffet of cereals, fresh tropical fruit, fruit juices and freshly baked banana bread or muffins. A hot breakfast of your choice is also available on order.

Your lunch and dinner orders will be taken from a daily menu provided after your breakfast service and provides an array of meals including vegetarian options. Lunches and dinners are sometimes buffets that reflect the culinary variety of Fiji's multicultural heritage.

Every effort is made to blend tropical island Fijian foods including tapioca, taro, breadfruit, Fijian spinach, coconut, fresh fish and seafood.

We are happy to cater to your special dietary needs, but request that ample notice is given as some specialty items may need to be sourced from the main land.

Dining hours:

Breakfast 7:00 am - 9:00 am

Lunch 12:00 pm - 2:00 pm

Dinner 7:00 pm - 9:00 pm

You are heralded by the beat of the traditional Fijian Lali drum signifying the commencement of an important event, **Meal Time!**

Complimentary tea, coffee and fresh baked cookies are available at all times in the Vale-Ni-Kana Dining Room. In keeping with Matangi Island tradition, freshly baked cakes and savouries are available for afternoon tea.

As the Sun sets on the Western horizon, light snacks are served at our bar, perfect accompaniments for sampling some of our tropical island cocktails, Fiji beers, Fiji rums and selection of Australian and New Zealand fine wines and French Champagnes.

Entertainment: During your evening meal, our Matangi Serenaders will keep you entertained with old South Sea melodies and Fijian favourites.

Office hours: Office hours are between 7:00 am - 6:00 pm daily. Please ask our office staff for any assistance that you may require. If you require access to our telephones or internet service after normal office hours, please speak to our office staff beforehand. In the event of an emergency after hours when there might not be staff around to assist you, there is a watchman stationed at the Activities & Dive Centre who would be happy to assist.

Boutique: Our Boutique is located next to our office. Opening hours are 7:00 am - 6:00 pm daily. We stock resort wear, locally handcrafted jewellery, Pure Fiji products, film, batteries, postcards, stamps, Fijian handicrafts, toiletries and some non-prescription pharmaceutical products. All prices are in Fiji dollars and exclude Fiji Government Taxes. All purchases will be added to your bure account for settlement at your check-out.

Telephone & fax service: We have a card phone at the office veranda that is available for your use 24-hours a day. AT&T, MCI and Sprint telephone accounts can be accessed by dialing the appropriate codes, which are on display beside the card phone. Fiji telephone calling cards can be purchased at our office. Calls can also be made on our office telephones via a Fiji operator service. Charges will be added to your Bure account for settlement at your check-out. Credit card charges may apply. Our fax machine is available for your use at a charge. Fax messages received will be delivered to your Bure. Our fax number for your incoming fax messages is + 679 8 880 274.

Internet/E-mail: Internet service is available from our Boutique. Connection charges are FJD0.50 cents per minute. Charges will be added to your Bure account for settlement at your check-out. Our internet service is Broadband. Wireless connectivity is also available in our Vale-Ni-Kana Dining Room Lounge, Bar and Pool areas. Charge is FJD10 per day or FJD35 per week; taxes excluded.

Mail service: Snail mail service available from our Office. Postcards and stamps can be purchased from our Boutique.

Book exchange: A small fictional book exchange is available in the lounge at The Deck.

Reference books: A limited selection of reference books is available for your reading in our lounge at The Deck.

DVD: DVD facilities (PAL) are available in the DVD Room at The Deck. DVD's can be loaned from our Office.

Game-boards: A small collection of game-boards is available for your enjoyment in our lounge at The Deck and in our lounge area in the Vale-Ni-Kana Dining Room.

First Aid: Basic First Aid items are available from our Office. These include Hydrogen Peroxide, Dettol, antiseptic creams, antibiotic creams, band aids, bandages and anti sting creams. Prescription medications can be ordered from Nadi or Suva, but ample notice is required and charges will apply. Our closest medical clinic is at Dreketi Village on Qamea Island (approximately 8.5 miles by boat from Matangi). Our closest Hospital is at Waiyevo, Taveuni, (approximately 20 miles by boat and car from Matangi Island).

Domestic flight confirmation: Our Office Staff will reconfirm the departure time of your domestic flight from Taveuni. Matangi Private Island Resort has two transfer times, morning and afternoon to allow ample time for car and boat transfers to be coordinated.

Afternoon departures & lunch: Our tariff covers you from the moment you arrive at Matangi Private Island Resort and ceases after our breakfast service on the day of your departure, however complimentary sandwiches are offered for afternoon departures. Our regular lunch menu is also available at a charge of FJD45 per person (Fiji Government Taxes excluded).

Settlement of your final account: Your final account will be ready for settlement on the day of your departure. For early morning departures, our office is open from 7:00 am. We accept Visa, Master Card, American Express and Traveler's Cheques. Foreign currency is also accepted. Normal Bank Exchange rates apply.

Massage & Spa: Our services include massage, body and face treatments, manicures and pedicures. Our massage and Spa Bure is located near our Activities & Dive Centre. Bookings must be made at our Office. Treatments will be added to your Bure account for settlement at your check-out.

Romantic Dinner: All our honeymooners are treated to a private romantic candlelight dinner.

Special Occasions: Please advise our Office Staff of any special occasions, so that we can arrange a fitting celebration.

Room Service: Room service is available during normal meal times. Our regular daily menu choices apply.

Wake-Up Calls: Should you require an early morning wake-up call, please ask our Office Staff to arrange it.

Tipping & Gratuities: Tipping is not encouraged in Fiji, so in fairness to our entire team of staff members, we have a staff gratuity fund that is distributed amongst all staff members at Christmas and New Year. You may contribute to this fund if you wish. For more information, please enquire at our Office.

Local Charity: Each year we select a worthy cause to benefit the local community. Our project for this year continues to be the Togo Village School on Qamea Island. For more information, please enquire at our Office.

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