

Checkout time 10am, late checkout available by PRIOR arrangement if available, a charge may apply. Key to be collected and returned to Tropicana unless pre-arranged. Please provide email, overseas and local phone, flight details so we can assist if necessary.

Agent for Boathouse Apartments Café Tropicana
71322, 8812347, 7512347 tropicana@vavau.to
www.vavau.to/tropicana Fatafehi Road, Neiafu, next to Leiola Duty Free.

No staff at Apartment unless pre-arranged, or regular housekeeping service.

Cafe hours 7am to 3pm Monday to Saturday, Sunday appointment. Other times by arrangement.

Unit 1 ground level – studio.

Unit 2 ground level – 2 bedroom, wheelchair friendly.

Unit 3 downstairs level – 1 bedroom.

Unit 4 downstairs level – studio.

ICE In Case of Emergency

911 or 70699 Fire. 922 or 70233 Police. 933 or 70201 Hospital. 944 or 70798 or 7720115/6 Electricity.

Airlines

Lulutai info@lulutai-airlines.to No website. Contact Lepani Baleinausori via lepani.baleinausori@lulutai-airlines.to to assist with booking from overseas.

Vava'u 70688, Behind Ministry of Tourism, Nukualofa 264888.

Please check your flight times 24-48 hours prior to departure, best to give them your Tongan Cellphone number so they can text or call you for changes. Flight times change frequently!

Airnz 30073. Qantas +679 323 9030. Air Fiji 24022.

Baby sitting Please contact Café Tropicana for options.

Baggage service Café Tropicana will hold your bags between transfers. We also hold shopping/frozen for shopping runs.

Banks BSP is the only full service bank 9am to 4.30pm.

ANZ closed 2020.

2 ATMS BSP bank and next to Leiola duty free. Cirrus/Visa Foreign currency at BSP, MBF, Western Union. Take several forms of ID.

Bars

La Galion 8711755. Kraken 8478818. Basque Tavern 7741098. Moteli

Book swap Café Tropicana has the largest book swap in Vava'u, grab a book if you can't do a swap.

Booking services Café Tropicana provides a no cost booking service (i.e. no additional fees) for most activities. Whale swim, Fishing, Feasts, Cycling, snorkelling, land Tours, Kiting, Cars, Scooters, bikes, snorkelling gear, Diving, Sailing, Surfing.

Business Services Scan, print, copy, typing at Café Tropicana.

Coffee Kingdom Coffee (Beans or ground) can be purchased from Café Tropicana.

Church Services All church services are in Tonga, except City Impact (Pentecostal) in Toulā who do a dual language service. Best singing is at the Catholic Cathedral, sit at the back (so you can leave quietly), do not wear shorts or disrespectful clothing. Service starts at 10am.

Craft/Art Market has a large range. Café Tropicana also has art work, postcards, magnets, carvings, kava bowls, flags, maps/charts.

Credit Cards Are not widely accepted, except in a few restaurants.

Deli Services and information on meats/etc at Vava'u Deli/Café Tropicana.

Dentist or Doctor Vava'u Pharmacy 70213 has a Doctor generally after 2pm, pharmacist on staff. Pharmacy has a large range of toiletries that are not available in other stores.

Dentist at Prince Wellington Hospital and a private dental surgery in Kameli.

Do not mess around with minor cuts, try to stay out of the sea and keep them cleaned and covered, clean 3-4 times a day.

Dogs be aware of pack dogs when walking, do not feed them as the next tourist will get unwanted attention, It might seem cruel, if you wish to donate to a free vet service please see The Yacht Shop in town who coordinate this invaluable service for domestic pets and farm livestock.

Drones Drones must be registered at Tonga Civil Aviation before you fly them. Do not invade people's privacy, it is illegal here too. Not to be flown on Sundays.

Emergency lighting Electrical supply is very stable these days, but emergency solar lighting is provided in each room, just in case .

Etiquette In town: men must wear a shirt at all times (and shorts of course). Woman dress conservatively (no bikini, see through clothing etc).

Fans A fan is located in your room, please turn it off as well as aircon, lights if you are not in the room, power is very expensive.

Food- Café/Restaurant Café Tropicana can do ready to eat meals and frozen meals <https://cafetropicanavavau.business.site/> Highly recommended

Café Tropicana 7am to 2pm Mon-Sat 71322 8812347 7512347

Kraken Thu-Fri Dinner, Sat-Sun Lunch/dinner 8711755

Other Restaurants

Sam Restaurant 71000. Bella Vista 71035.

Hairdryers Each room has a hairdryer.

Hot water Is gas fuelled via tanks. Please contact the manager if you think the tank is empty, it could be the starter battery, empty gas, or the tank is turned off.

Housekeeping services Linen is changed every week, please hang towels to dry. If you need linen changed or your room made up please contact the Manager, a charge may apply. Please do not use room towels on boats or at the sea. Missing, damaged items will be charged for.

Ice Rain water ice is available at Café Tropicana, and filtered rain water at 50 cents a bottle.

Illegal substances No illegal drugs are allowed on the premises, you will be evicted immediately.

Insurance Recommended travel, medical, covid insurance. Also PCR test kits are a nice peace of mind.

Internet/Cellphone Our fibre cable was destroyed after the HTHH volcano 15/1/22, to be repaired 6/23
Digicel- cell/data top20 for 7gb over 30 days. Monthly local calling/texting \$12 2500 mins and texts to Digicel only.
International plans \$4 30 min, \$10 90 mins.
TCC-cell/data top20 for 7gb over 30 days. Monthly local calling/texting \$10 1000 mins and texts to TCC only, International plans \$3.45 40 min, \$2.30 15 mins.
Make sure you opt out of the off bundle casual rate or your money will disappear if you do not have a data plan active.
Topup agents are all over the place, Café Tropicana is an agent.
Rentable mifi pucks are available at Tropicana
SIM cards \$5 from Digicel/TCC/Café Tropicana all 3 size
Starlink Wifi. Free starlink internet is available at sites in town and Tropicana.
Wifi PC's/printing at Café Tropicana.

Ironing facilities An iron and ironing board are in each room.

Laundry/Drycleaning Café Tropicana provides the only laundry in town using rain water. Drycleaning is not available in Tonga. Greg has 5 years valet and commercial laundry background in NZ, and since 2014 in Tonga.

Market 'utakalongalu Market is open from 8am Monday to Friday, but Saturday is the best day with a flea market as well. A Friday and Saturday night market operates up the main road

Massage In house, after hours Swedish, hot stone, TENS/EMS and hot pad massage is available from Greg at Café Tropicana.
Portable massage table, NZCM massage therapist from NZ.

Movies/Tv/Media Café Tropicana has 7TB in movies (8000+), 11TB TV (800+ series), 3TB in music, documentaries, comedy, fitness, Children, Concerts. Guides. Please bring a hard drive or USB. A comprehensive guide with genre/ratings/IMDB links is on www.offloop.net/media password is tropo , simple shopping cart WITHOUT credit card facilities, pay when you drop off storage.

Noise Please be considerate of your neighbours in other rooms, no noise after 9pm please.

Overseas calling Both TCC and Digicel have overseas bundle calling at good rates. The bundle must be converted prior to your call. \$4 for 30 minutes, \$10 for 90 minutes.
Overseas calls STD/ISD code 0064nn for NZ, 0062nn for Aus, 01nn USA.

Overseas Food You can bring in food from overseas like crackers, crisps, all meat, cheese which are expensive here and not much range. Frozen items can be brought in and declared to customs for a small fee. Use a cooler bag in hand luggage. Bring in an itemised receipt JUST for the items you import.

Parking Off street parking is next to the Boathouse apartments. We don't recommend parking on the street.

Pets No pets are allowed inside.

Post Office/Couriers Tonga Post is located in the Governor's compound, we recommend posting mail in Nuku'alofa to save time. UPS, DHL, Fedex are available in Vava'u; very expensive and still very slow to get to Vava'u.

Power Is 50 hertz 220v. Aus/NZ plug adaptors can be purchased at most stores. Power is pretty good. Please turn your aircon, lights off if you leave the unit, save the environment and power is extremely expensive in Tonga i.e. around TOP1 per KWH.

Security Please be vigilant with your personal security and room key.

Shopping in town

SNAB - food, alcohol. Lukes - food, alcohol. LR- food.
Suggest asking for a receipt so you can check prices. Can't find what your looking for? Café Tropicana can normally advise. We can also do shopping for you, at cost plus a service fee.

Site Seeing/To Do

Mt Talau reserve has a number of lookouts,
Puono Park in town is an historical place,
Catholic Cathedral,
Talau cemetery.
Kilikilitefua wall and various look outs.
Sunday Tongan feast
Kava Circle at Fire station, village circle
Sunday Church service
Taxi/walking tours please see Café Tropicana

Smoking Please do not smoke in the rooms, smoke alarms are fitted and batteries cannot be removed.

Sunday A non-working day in the Kingdom. No noise, loud parties etc. No exercise (running, swimming, cycling), a walk is generally ok. It's the law in this country, please respect it.

Taxis please advise issues or new names, malo

Tevita 7513124 Hene 8616430

Kava 8442756 Hingoa 7209072 Ana Taxis 8872525/7519622

Please ask for a price for your trip, PRIOR, to getting into the taxi. We don't have taxi meters. Also carry small notes, a common trick: no change!
Airport to Boathouse \$35.

Uber/Uberaats does not exist, some taxi drivers will bring food from restaurants as well as food/drink shopping, ask for a receipt...
<https://cafetropicnavavau.business.site/>

Updates/Information/News On Facebook "Tonga expats and Locals" and "Vava'u Expats" are great sources of local current information, services, suppliers etc FM 88.60
Tourism info at www.vavau.to
www.tongatourism.travel

Water: Apartments use town supply water for shower, taps, toilet. Not suitable for drinking because of the taste of calcium and chlorine, please buy bottled water, Tropicana can refill a bottle for 50cents using filtered rain water if you wish to save plastic.

Wifi A large scale wifi provider is currently setting up and will provide coverage and free online information, such as Covid, weather warnings etc. Wifi is not available in Apartments due to the domestic cable damage and the unstable service from ISP's

If you have any additions, suggestions, changes in information to help future travellers please let us know, malo. greg@vavau.to

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