



Before you stay at
Telunas Private Island



TRANSPORTATION

If You Are Arriving From Singapore



We recommend you arrive and check in at Harbourfront terminal in Singapore no later than 1-1.5 hrs before your ferry departure to ensure you do not miss your ferry and head through immigration as soon as your ferry is available. If you haven't forwarded your ferry booking confirmation to stay@telunasresorts.com yet, please do so right away so that our staff can be ready to meet you upon your arrival.

Visa On Arrival



Great news! Indonesia has extended their free visa on arrival policy to 169 countries. Please refer to the list linked [here](#) for nationalities eligible for a free visa on arrival. Those still requiring an 'on arrival visa' can purchase one at Sekupang International Terminal for US\$35/person for 30 days or US\$15/person for 7 days (paid in USD cash, exact change & crisp new bills required). SGD\$ are also accepted but at a high exchange rate.

International Ferry from Singapore



Lunch will be served upon your arrival at our Resort. For afternoon arrivals (i.e. 3:10pm departure from Singapore), dinner will be served shortly after arrival.

Insider Tip for BatamFast Ferry



Sitting near the ferry's exit doors will often allow you to exit the ferry and get through immigration quicker.

ARRIVAL AT SEKUPANG



Meeting Your Hosts at Sekupang

If you're coming from Singapore, your Telunas host(s) will meet you at the International Ferry Terminal after you exit Passport Control. You can identify them by their [blue Telunas shirts](#).



Sekupang Ferry Terminal

Currently the domestic ferry terminal is under construction which requires a short 10 minutes walk (6 min without bags and 8 min with bags) from the international ferry terminal to the domestic terminal. You will be guided by a Telunas Resorts staff person in a blue shirt. Should there be rain, we will arrange a taxi for you and pick up any taxi charges.



Luggage

IDR 10,000 tip for (checked-in) luggage porters when entering Indonesia. If you check-in luggage with BatamFast, please be prepared to pay this tip to the Indonesian terminal staff. Alternatively, you could carry-on your own luggage if it is size appropriate (i.e., slightly looser than airplane carry-on standards).

AT TELUNAS



Our No WIFI policy

To help guests reconnect with what's important, Telunas intentionally does not offer any electronics such as television, video players or WIFI at either of our locations. One of our unique distinctions that we work hard to provide our guests with is a temporary refuge from the hectic, incessant, over-plugged cadence of modern life today. Most of our guests who need to be connected online purchase local SIM cards that are available at the Sekupang International Ferry Terminal or use their own personal phones internet plans (normally roaming can be activated) as is needed. Batam Fast also offers free StarHub sim card upon request (boarding pass and passport required), which comes with 2 SGD preloaded and can be topped up to purchase international roaming. Please visit the Batam Fast ferry counter in HarbourFront for more info.



Check In & Check Out

In order to ensure you and the guests coming after you all have a wonderful time, please be advised that our housekeeping team needs to begin preparing your room for our next guests at 11AM unless you have been advised otherwise by our staff -- simply for the sake of the guests arriving after you. All who have opted for "late departure" are welcome to enjoy the public areas of Telunas Resorts after their 11AM check-out and until their 2PM late departure from Telunas Resorts. Thank you so much for your kind neighborly understanding and please don't hesitate to let us know of any questions or concerns.



Payments

Please be prepared to pay your balance either via credit card (Visa, Mastercard, American Express), debit card, or via IDR cash. In accordance with Indonesian law, Telunas Resorts and all businesses in Batam are no longer allowed to legally accept foreign currency for payments. If you need IDR cash, please feel free to get change via a foreign exchange dealer either at HarbourFront Ferry terminal (if coming through Singapore), at Sekupang Ferry terminal, or via an ATM machine at Sekupang Ferry terminal

OTHER IMPORTANT NOTES



Toiletries

Please note that in an effort to minimize waste, only basic toiletries are provided. However, we also realize that when traveling some things are forgotten or burdensome to pack, so we also offer an in-room menu that offers more than 25 items (i.e. free weights, toothbrush, power adapter, flat iron, etc.) for your convenience.



Activities

If there are any extra a la carte activities (e.g., jungle hike, village tour, Malay lunch, etc.) that you'd like to schedule in addition to the many free activities at Telunas, please let your hosts know as soon as possible as these require at least 24 hour notice. All water-based activities at Telunas Private Island are included in the room rate.



Sandflies, Gnats and Mosquitos

Because our facilities are over the water, we rarely have problems with sandflies, gnats, and mosquitos. However, due to the nearby beach, mangroves, jungle, we encourage guests to bring mosquito repellent and, if you can, baby oil or sandfly repellent. Sandflies / Sand gnats are nearly impossible to see and bites are not normally felt until they swell and become irritated. While not everyone reacts to these bites, they often appear overnight or after you return home and resemble bed bug bites. We provide sandfly repellent, as well mosquito nets so please be sure to ask your host for this if desired.



Alcoholic Beverages

We're glad to be able to offer beer and a basic selection for wine for sale at very reasonable rates but also do not charge an extra corkage fees (except for group events) so that you do not have to worry about extra charges. Please note that we are not able to legally sell other liquors (e.g., gin, rum, tequila, etc.) at this time so you may want to purchase any other preferred adult drinks in the duty free area after you pass through immigration at Sekupang Ferry Terminal (especially as Indonesia limits each adult to bringing 1 litre of alcohol into the country).

SEE YOU SOON!