

SOLITUDE
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Know Before You Go

Get ready to travel to Solitude Lembeh Resort.



SOLITUDE WORLD





Contact Us

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emailus@solitude.world



Climate

Tropical Climate with an annual mean temperature of 28°C (82°F). Rain is frequent between the months of December to February.



Water Temperature

Ocean temperatures in Indonesia range from 27°C to 29°C (81°F - 84°F) with thermoclines.



Time Zone

Time Zone: GMT +8



Language

The official language is Indonesian in Indonesia, but English is also the working language of the country.

Solitude Lembeh

We appreciate that you have selected Solitude World for your getaway, and we trust that this pre-departure guide will assist you in preparing for your vacation with us.

Pre-Departure Information

Solitude Lembeh Resort is located near the seaport town of Bitung, approximately 70 minute drive from Sam Ratulangi Airport (MDC) or Manado, the capital city of North Sulawesi.

Location

Our Resort is located in Kota Bitung, Sulawesi Utara, Indonesia

Postal Service

Kindly be informed that all items, including those dispatched through couriers like OHL, FedEx, and UPS, or international postal services, are managed by POS Indonesia at ems.posindonesia.co.id. However, it is crucial to note that inbound items may be subject to Customs and Duties. We strongly discourage sending any items to our resort via courier.

Dive Insurance

This is compulsory for those that will be diving with us. If you have not already provided your details, please do so on arrival. You will need the following: the name of your insurer, the policy number, the emergency contact number and also any disclosed medical conditions you may have.

We also need your own personal emergency contact person back home – a friend or family member

and their contact details.

Visa and Immigration

Foreigners with Visa Exemption from 87 countries will be granted Visit Stay Permit for 30 (thirty) days. You must possess a valid passport with minimum validity of 6 (six) months and with at least 2 blank pages for visa stamp. There is now an additional option to pre-apply and purchase e-VOA online before entering Indonesia, by visiting <https://evisa.imigrasi.go.id/web/visa-selection>

Travellers can also obtain the VOA upon arrival by paying in cash (IDR 500,000 or USD 35), or with a credit card (subject to a 2% processing fee). ASEAN citizens receive a complimentary VOA. Citizens from non-ASEAN countries must pay for the VOA unless they hold an alternative valid Indonesian visa.

In addition to visa requirements, the following steps must be completed before entering Indonesia:

- Electronic Arrival Card – All travellers must complete the form at: <https://allindonesia.imigrasi.go.id>

imigrasi.go.id within three (3) days prior to arrival. If not completed beforehand, it can still be submitted upon arrival, though this may result in longer processing times.

- Bali Tourism Levy – If entering via Bali, a mandatory levy payment applies: <https://lovebali.baliprov.go.id>

Drones / AUVs / ROUVs

The Indonesian authority responsible for civil aviation and drone regulations is the Directorate General of Civil Aviation (DGCA), operating under the Ministry of Transportation Republic of Indonesia.

Please refer to the following official website for the latest drone regulations and operational requirements within Indonesia:

- Directorate General of Civil Aviation (DGCA)- <https://hubud.kemenhub.go.id/hubud/website/>

We highly recommend conducting thorough research and referring to the relevant local authorities for the most current permit requirements, operational restrictions and destination-specific regulations applicable to your itinerary.

Currency Exchange

Due to the meticulous scrutiny of foreign currency notes for authenticity and condition, we regret to inform you that we do not offer currency exchange services or accept foreign currency as payment at our resort. We only accept payment in Indonesian Rupiah (IDR) or major credit cards such as Visa and Mastercard.

For your convenience, currency exchange services are available at international airports, or you can utilize local Indonesian ATMs with your debit/credit card to withdraw Indonesian Rupiah on your way to the resort.



Currency

The currency is Indonesian Rupiah (IDR). Solitude Lembeh Resort only accepts IDR cash and credit card (Visa/Master Only). We do not accept any travellers' cheques. We are unable to provide currency exchange.



WiFi

Free WiFi is available at the resort, but Solitude Lembeh Resort is not responsible for any loss of income, data, or information due to connectivity issues caused by weather or third-party service providers.



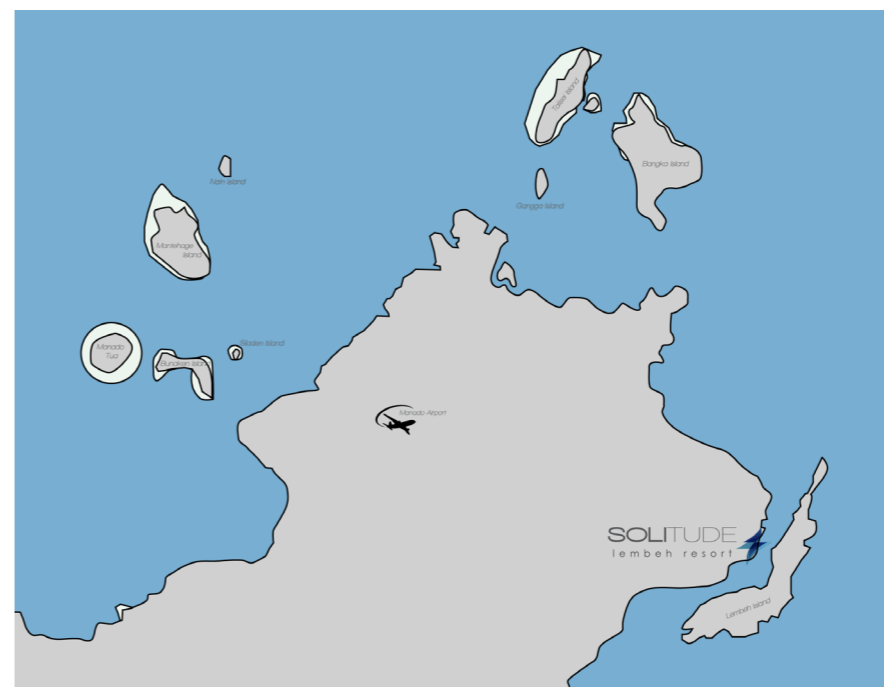
Electricity

Our resort adheres to the EU standard of a single-phase, 220-volt AC system. All power sockets in the rooms and throughout the resort operate at 220V 50Hz. Currently, except for the Camera Room facility we do not have a regulated Uninterrupted Power Supply (UPS).



Duty Free

1 Adult is allowed: maximum of 1 litre, 200 cigarettes or 1 carton of cigarettes, 25 cigars and for tobacco, it's 700 grams or 3.52 ounces.



Arriving in Manado



We will be seeing you very soon!

Travelling To Manado

Sam Ratulangi airport (IATA: MDC) in Manado is serviced by Scoot (a subsidiary of Singapore Airlines) from Singapore three times a week (Wed/Fri/Sat). The flight time is approximately three hours. There are also flights from a few cities in China however, these are chartered flights and may not be available for public sales.

There are multiple (different airlines) daily flights via domestic carriers from Makassar, Surabaya, Bali and Jakarta flies to and from MDC.

MDC Airport Terminal Passenger Fee/Tax is no longer payable at the airport and is now included in the price you pay for your air ticket.

Please Note: Kindly refer to the airlines' latest schedules for accurate information at the time of your booking.

Airport Transfers

Transfers can be arranged for you through our reservations staff or you may choose to do so independently.

Airport Meeting Point

Upon completing baggage collection, our dedicated staff will be eagerly awaiting your arrival in the designated "Greeter's Area." You can easily

identify them by the presence of a sign featuring the distinctive Solitude Logo and your name, ensuring a seamless connection with our team.

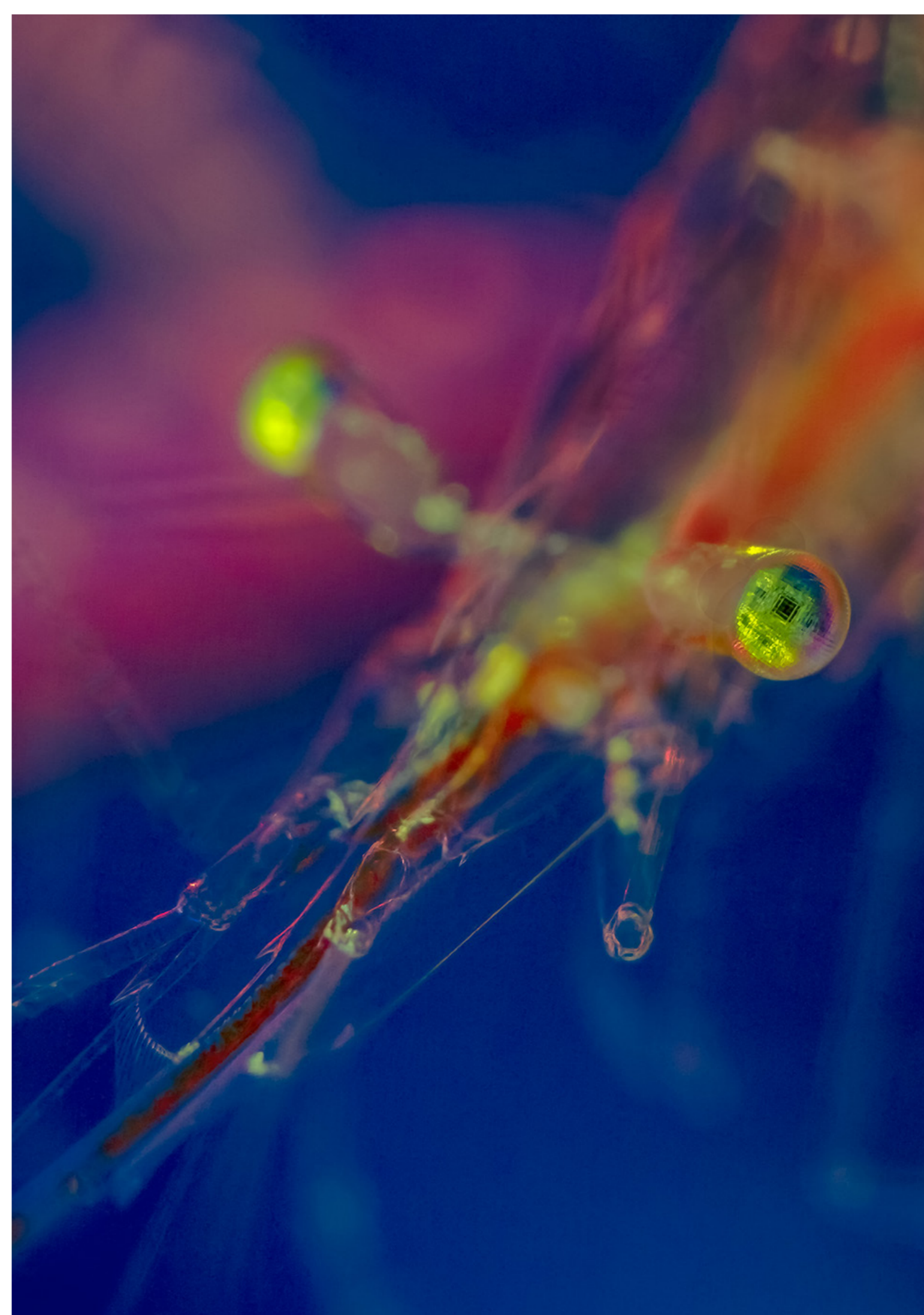
Friendly Reminder

We do not offer currency exchange services or accept foreign currency as payment at our resort. We only accept payment in Indonesian Rupiah (IDR) or major credit cards such as Visa and Mastercard.

For your convenience, currency exchange services are available at international airports, or you can utilize local Indonesian ATMs with your debit/credit card to withdraw Indonesian Rupiah on your way to the resort.

Paging Board

To help identify our friendly airport transfer staff, please look for the SOLITUDE LEMBEH RESORT paging board with your name.



At the Resort

We extend a heartfelt welcome to you and hope that your stay with us will be both pleasant and comfortable. Our staff is committed to ensuring your satisfaction, so please don't hesitate to inform us of any ways we can improve your comfort during your stay.

Welcome!

Upon your arrival at our resort, our staff will provide you with a warm welcome. We will give a resort induction and tour, when suitable. Additionally, our staff will accompany you to your rooms, allowing you to unwind and begin enjoying your holiday.

Special Diets

Kindly inform us in advance of any special dietary requirements you may have. This is essential for

us to accommodate your needs, as sourcing certain items can be challenging at different times of the year. If you have a medical dietary condition, please consider bringing your preferred alternative products, such as gluten-free pasta or soy milk.

The Tembaga Restaurant and Bar

At The Tembaga Restaurant and Bar, we present a delectable assortment of local and international dishes, accompanied by a thoughtfully

chosen array of wines, cocktails, spirits, and local beer. Patrons are welcome to bring their own alcoholic beverages to be enjoyed within the resort's premises.

BYOB

Outside food and beverages are not permitted in our restaurants or bars, as we aim to preserve the integrity of our dining experience and the overall hospitality we provide.

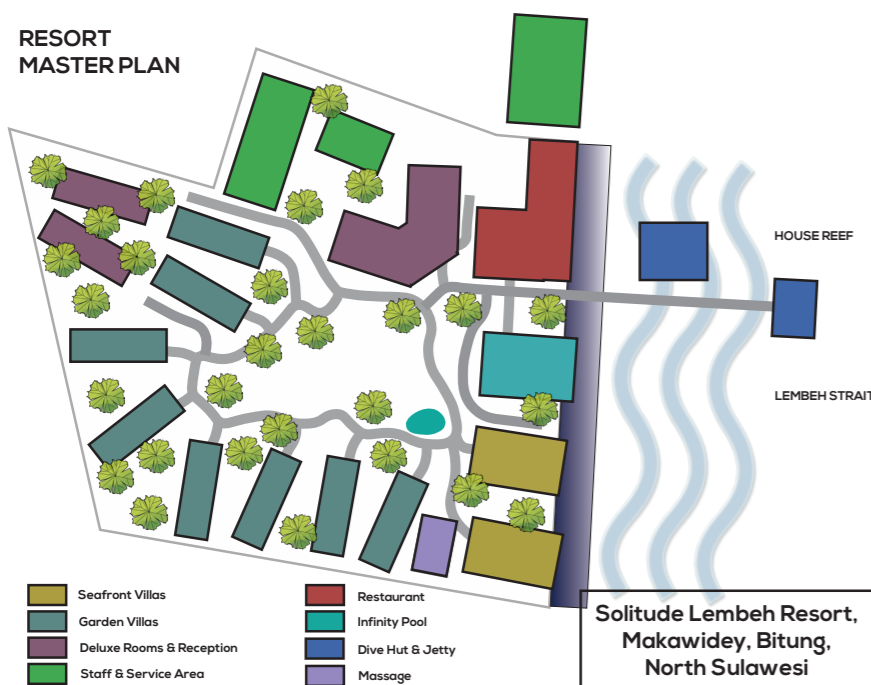
Our food and beverage offerings are reasonably priced to ensure both enjoyment and convenience for our guests. Exceptions may be granted for duty-free alcohol within the international allowance, medical dietary needs, or special celebrations—provided these are arranged in advance and approved by management.

Laundry Services

Laundry service is available. You will discover a laundry bag containing a list of items and associated charges within your room.

Baby Sitting

We can make arrangements for a babysitter, depending on availability. To confirm rates and



availability, kindly inform us at least one week prior to your arrival.

Mobile SIM

Pre-paid SIM cards, including Globe, are available for purchase at the airport right after baggage collection. Salespeople can assist with package setup.

WiFi

Solitude Lembeh Resort offers free internet access to our guests through our WiFi network hotspot. Guests will receive their login details upon check-in to access the internet.

However, please note that the quality of the internet connection may be affected by weather and is dependent on a third-party service provider. Therefore, Solitude Lembeh Resort, its staff, and management cannot be held responsible for any inconveniences, loss of income, or data that may occur due to any disruptions, partial or complete, in the internet service.

Massage

Whether you're an individual or a couple, we provide the opportunity to indulge in a traditional Indonesian massage. Simply inform any of our staff members about your desired time, and we will make the necessary arrangements for you.

We wish you a delightful and enjoyable stay with us.

Please do not hesitate to inform us of any ways we can improve your comfort during your stay.

Camera Room

Our Camera Room is equipped with air conditioning, moisture filters, and spacious powered workstations with universal powerpoints (110 V) for your convenience.

Additionally, fresh water rinse basins are available at the Dive Hut and air guns can be found at the entrance to the camera room for cleaning and drying your equipment.

Activities

Yes! We offer a diverse range of activities for you to choose from for your non diving days. These include full-day excursions with knowledgeable local guides to the Minahasa Highlands and Tangkoko National Park, where you can witness the rare crested black macaque, hornbills, and the world's smallest primate, the Tarsius spectrum. Additionally, we offer a 3-hour trip to the local fish market and Bitung town, as well as the option to arrange trekking and rafting trips upon request.

Smoke-Free Spaces

For the comfort of all guests, Solitude Lembeh Resort maintains non-smoking comfort zones throughout all accommodations and most shared guest areas. Designated smoking areas are available in select outdoor locations.

Social Media

We encourage you to share your encounters with the fascinating new critters you'll undoubtedly encounter, as well as your enjoyable experiences with us. Feel free to tag us on social media platforms:

Instagram:

[@solitudelembeh](#)

[@solitude.world](#)

Facebook:

[@solitudelembehresort](#)

[@solitudeliveboardsandresorts](#)

Gratuity / Tips

Throughout your stay, our dedicated staff and crew are fully committed to ensuring you have a fantastic Solitude experience, and while gratuities are not expected, they are sincerely appreciated. They recognise the collective teamwork, even from those working behind the scenes, and distribute all tips equally. Should you wish to show your appreciation, a recommended gratuity of 5% to 10% of the total stay cost is suggested. Of course, if you wish to express your appreciation with a higher amount, you are more than welcome to do so.



What to Know

Check-In time is from 14:00 and **Check-Out** time is before 12:00. We will try to accommodate earlier arrival of guests based on the availability and the readiness of each room. However, any check-ins earlier than 10:00 is subject to a surcharge.



Your Room

Amenities

In-room amenities consist of air-conditioning, a writing desk, a wardrobe, an electronic in-room safe, in-room coffee/tea facilities, a refrigerator, an ensuite bathroom with a toilet and shower, a hair dryer and shower amenities.

Check Out

We will try to provide a one to two hour extended check-out time, depending on availability. However, late check-out after 14:00 will incur 50% room surcharge and after 18:00 will be charged 100% of the room's package per night value.

Alcohol and drinks, Laundry, EANitrox, Lembah Straits Marine Park fees and other incidentals will be paid at check out.



Mode of Payment is in Indonesian Rupiah (IDR), or Credit Card Visa/Master Card only.

Scuba Diving

The Lembah Strait offers year-round diving opportunities, as the Strait is protected by North Sulawesi and Lembah Island.

Expect more rainfall between December and March. Temperatures range from 26°C and 29°C (78 to 84 degrees Fahrenheit), with slightly lower water temperatures in Lembah Straits from July to September. We recommend a minimum 3 mm full suit with a hood, and a 5 mm suit for longer dives.

At Solitude Lembah Resort, you can enjoy shore diving on our purpose-built jetty for one unguided house reef dive per day between 10:00 and 17:00. Adherence to no-decompress-

sion diving and surface intervals is essential.

Our daily diving schedule offers slots at 07:30, 10:30, and 13:30, with flexibility between 07:30 and 16:00 based on readiness. Diving outside these hours requires coordination with the Dive Center and may incur an additional fee. Specialty Dives like Mandarin, Night Dive, and Blackwater are available at extra cost.

Diving with our knowledgeable Dive Guides is highly recommended due to the camouflage of Lembah Strait's creatures. They possess expertise in locating these elusive critters.

Dive Centre

1	EANitrox	Yes
2	Specialty Dives - blackwater, wide angle, night dives	Yes*
3	Side mount support - additional 12L/80cu.ft. cylinder and twin tank 12L/80cu.ft. available. Air USD10, ANitrox USD28 pcpdd. Whole trip use: 10% discount applies	Yes*
4	DIN valves with option of Yoke (A-clamp)	Yes
5	Rebreather	No
6	Rental gear available	Yes*
7	Private Guide Service is available.	Yes*

* Subject to availability

YES%

Enriched Air Nitrox

For safety reasons, we typically provide EAN mixes of around 30% to 31%, which allows for a safer Maximum Operating Depth and ample bottom time. Our all-inclusive diving package can include EAN use, proof of EAN certification is required without exceptions.

Our experienced Dive Team, certified in First Aid and In-Water Rescue, offers dive education and training available from beginner through to professional levels. We maintain a 2:1 diver-to-guide ratio to ensure personal attention, safety, and an enhanced diving experience for every guest. In addition, safety protocols include emergency kits, mobile phones on all dive boats, and ample Medical Oxygen tanks at the dive centre.

Prior to diving, it is mandatory to present proof of certification and dive insurance.



More Information

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emailus@solitude.world

Information Booklet

[Solitude Lembeh Data Sheet](#)

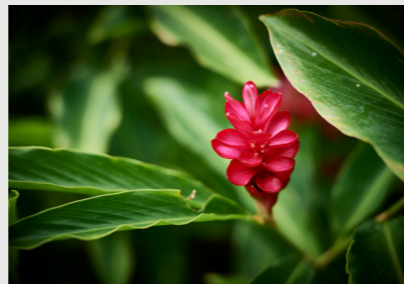
Know more about your stay.



Website

[Solitude Lembeh Resort Website](#)

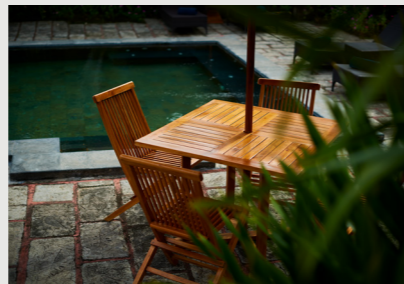
For more details about the resort, rooms, facilities and amenities.



Compulsory Forms

[Form A. Registration Form](#)

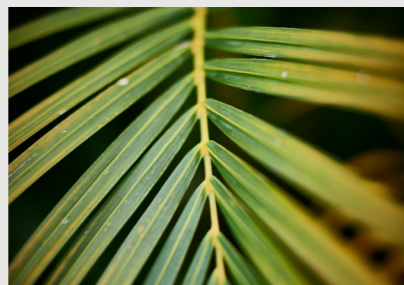
Compulsory for all guests.



Compulsory Forms

[Form C. General Liability Release Form](#)

Compulsory for all guests.



www.solitude.world

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