

Pole Pole

FAQs

ACCOMMODATION

▶ WHAT IS THE TYPE OF ACCOMMODATION?

Pole Pole is a small luxury eco-resort with magnificent only seven bungalow suites, elegant and spacious, set among the coconut trees, overlooking the bay and the Chole and Juani Islands.

The rooms are furnished with carved and antique pieces. Twin and double beds are available and another bed, for a child, can be provided. Two bungalows are “family” type with two rooms separated by the bathroom and a small corridor for privacy. The large private verandahs are furnished with a Zanzibari bed, chairs, table and an armchair. Each bungalow is self-contained with a large bathroom. There are two overhead fans, one on the verandah and one in the bedroom.

▶ DO THE ROOMS HAVE AIR CONDITIONING, HOT WATER & ELECTRICITY?

We do have hot water and electricity 24 hours a day. We don't have air conditioning in the bungalows as there is always a cool breeze but we have put ceiling fans above the beds for the warmer days. The rooms are very spacious and windows on all sides ensure a pleasant cross ventilation. Being environmentally inclined, no air conditioning means saving power and most of all, maintaining a quiet and calm place.

▶ WHAT IS THE RECOMMENDED LENGTH OF STAY?

You can enjoy the beauty of Mafia even in the space of a weekend but generally, our guests spend at least 4 to 5 days. If you would like to enjoy all the aquatic activities and inland excursions, we recommend you to stay between 5 and 10 days.

If you intend to do a scuba diving course for beginners or advanced, 5 dedicated days are required.

▶ DO YOU HAVE A SWIMMING POOL?

We don't have a swimming pool for the following reasons:

- Lack of water: we find it unfair to use large amounts of fresh water while local population struggles everyday to get enough water to live
- Pollution: we are a low environmental impact resort with a state-of-the-art phyto-purification plant and experts consider swimming pools a threat to marine parks because waters with high concentration of chlorine have to be discarded periodically
- The sea in Mafia is so beautiful you won't feel the absence of a swimming pool.

▶ WHAT IS PHYTO-PURIFICATION?

Phyto-purification is the special process of treating wastewater to prevent environmental pollution. Waste water is pumped away to a main septic sewage system and then filtered underground through a phyto-depuration bamboo pool. The process is so effective that at the end, the purified water can be used for gardening. The process is pollution free.

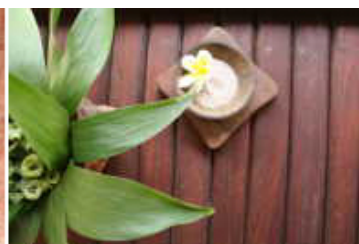
CUISINE

▶ WHAT IS YOUR CUISINE LIKE?

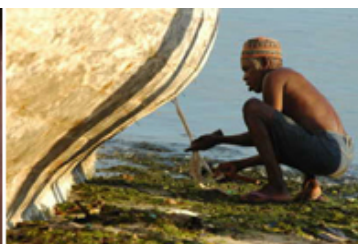
Our Mediterranean cuisine is a combination of diverse culinary traditions and cultures. It consists mainly of seafood although some meat is served. We take care of special dietary requirements whenever possible. First class ingredients are used; pasta, bread and ice creams are home made. Jam, honey and vegetables come from organic farms.



welcome@polepole.com



book@polepole.com



www.polepole.com

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- Breakfast is international style: fresh juice, seasonal fresh fruits, pancakes, toasted bread, traditional homemade jam and honey, butter, tea and coffee. Eggs on request are complimentary.
- Lunch consists of a starter, main course, fruit salad with ice cream and tea or coffee accompanied with biscuits.
- Dinner has a starter, first course, main course, dessert, tea or coffee.

▶ DO YOU CATER FOR SPECIAL DIETS?

We take care of special dietary requirements whenever possible, as long as the manager is informed in advance. Children's meals available upon request.

ACCESS & TRANSPORT

▶ HOW DOES ONE REACH THE ISLAND?

The only way to reach the island is by light aircraft either from Dar es Salaam, Zanzibar or Selous Game Reserve. There are no boat services to Mafia Island.

▶ HOW LONG DOES IT TAKE TO REACH THE ISLAND?

35 minutes from Dar es Salaam and 45 minutes from either Zanzibar or the Selous Game Reserve.

▶ HOW FAR IS RESORT FROM THE AIRPORT IN MAFIA?

12km (30 minutes approx.)

ACTIVITIES & EXCURSIONS

▶ WHAT ARE THE ACTIVITIES & EXCURSIONS?

There are different types of activities or excursions: by boat, by 4x4 car or walking and light trekking. The activities in the marine park are scuba diving, snorkeling, sailing and visiting the local villages.

Pole Pole Resort organises boat excursions and picnics to isolated islets, sandbanks or islands every day, according to the tide. The Diving Centre provides PADI Federations' certificates (medical certificates are mandatory for a beginners course). The excursions by 4x4 car take you right across the island through villages and changing landscapes up to the northern tip where a lighthouse stands.

▶ AT WHAT TIME DO THE ACTIVITIES & EXCURSIONS START?

Most aquatic activities depend on the tide and place you want to visit. You may also decide what time to start your excursion although we do recommend a morning start for most of the 4x4 car excursions and visits by boat to the far away sandbanks.

▶ WHAT IS THE LENGTH OF TIME OF THE EXCURSIONS?

Some excursions that take you far from the resort have a minimum time while for other activities closer to the resort timing is flexible.

Here are some examples:

Diving: 3 hours | Kinasi Pass islets: 3 hours

Kitutia Reef: full day | Chole Island: 2 hours

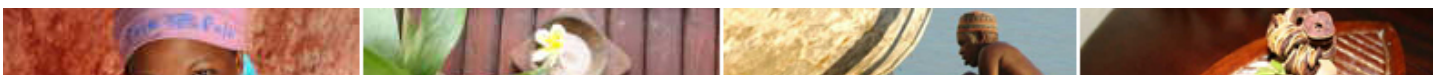
Most of the excursions can be combined with picnic lunches, in which case, a couple of extra hours have to be added.

▶ WHAT IS THE MAXIMUM OR MINIMUM NUMBER OF PEOPLE ON EACH EXCURSION?

For diving and the daily excursions included in the rates, there is no minimum amount of people per trip, we will accept even one person.

For fee paying excursions, clients can decide whether to join other guests and share the cost or organise a personal trip.

Maximum number of people is usually 6.



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▶ DO WE NEED TO BRING OUR OWN DIVING EQUIPMENT? CHILDREN

Equipment is available, you may choose to bring your own if you prefer.

▶ ARE CHILDREN WELCOME?

Yes.

AVAILABILITY

▶ IS THE RESORT AVAILABLE ALL YEAR ROUND?

Pole Pole is open from 1st June to 1st April. It is closed for the months of April and May due to the rainy season.

▶ WHAT AGE OF CHILD IS ALLOWED?

All ages are welcome, however, Pole Pole does not specifically cater for families with children below the age of 5.

BROCHURES

▶ DO YOU HAVE BROCHURES?

Yes, pdf versions are available for download at www.polepole.com

▶ WHAT ACTIVITIES DO YOU HAVE FOR CHILDREN?

None specifically but the beach in front of the resort and environment is quite safe.

▶ WHERE CAN THE CHILDREN SLEEP?

See 'Accommodation'.

CLOTHING

▶ WHAT TYPE OF CLOTHING DO YOU SUGGEST?

Pole Pole can be described as 'unpretentious' or 'barefoot luxury', this means there is no dress code in the resort and everybody can feel free to wear what he/she likes. However, topless sunbathing is not permitted.

We require our clients to respect local communities by dressing modestly and decently when visiting the villages.

Shoes: suitable and comfortable for walking or light trekking, useful for people that want to 'explore' the surrounding areas.

Hot Season (November – February) short sleeves, light clothes

Cool Season (June- September) a light jumper is recommended for evenings.

HEALTH & TRAVEL INFORMATION

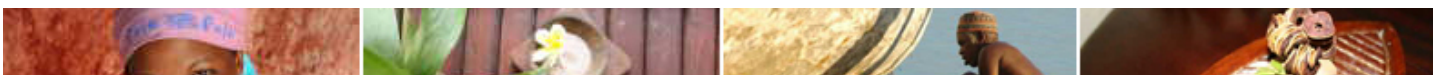
▶ WHAT HEALTH PRECAUTIONS ARE NEEDED?

Yellow fever vaccine is no longer compulsory for Tanzania. However, please check the latest health precautions from your doctor or health department. It is advisable to take malaria prophylactics though the risk is not very high. Please be advised by your doctor or health department on the appropriate medication.

▶ IS A VISA NEEDED?

For most nationalities, a tourist visa for Tanzania can be obtained at any point of entry in the country upon arrival, but it is advisable to check with a relevant authority before travelling.

Payment for the visa is required in cash US Dollars.



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CULTURE

▶ WHO ARE THE PEOPLE OF MAFIA?

There are no dominant tribes on Mafia. The population is a typical Swahili melting pot as most locals are descendants of people who were brought over as slaves or who came as traders. The main activity is fishing and agriculture.

▶ WHAT RELIGION IS DOMINANT IN MAFIA?

Predominantly Muslim with Christian communities living peacefully and in harmony.

SEASONS

▶ WHAT ARE THE SEASONS IN MAFIA?

Hot Season: October – March

Rainy Season: April - May (seasonal closing of resort)

Cool Season: June – September

PAYMENTS AND CANCELLATIONS

▶ DO YOU HAVE CANCELLATION CHARGES?

Up to 45 days prior to arrival No charges

44 - 30 days 25% | 29 - 15 days 50%

14 – 7 days 75% | Under 7 days No refund

For the period of 1st August – 31st August and 20th December – 10th January cancellation policy is no refund under 30 days.

▶ DO YOU ACCEPT CREDIT CARDS?

Yes. Visa and Mastercard (authorization fee involved).

▶ DO YOU ACCEPT TRAVELLERS CHEQUES AND BANK TRANSFERS?

We accept bank transfers. Travellers Cheques are discouraged as acceptance depends on local bank regulations at the time of visit and are subject to change without prior notification.

