

FAQS

THE ANSWER TO YOUR QUESTION



ACCOMMODATION

WHAT TYPE OF ACCOMMODATION IS IT?

Pole Pole is a small luxury eco-resort with nine magnificent 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.

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 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 aware, 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 stay between 5 to 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 inaugurated our swimming pool in November 2011. Set apart in the sunniest stretch of Pole Pole and surrounded by gently swaying palm trees, our swimming pool is shaped by a series of circles and set in a beautiful locally sourced coconut wood deck.

WHAT IS PHYTO-PURIFICATION?

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

CHILDREN

ARE CHILDREN WELCOME?

In order to preserve our tranquil and peaceful atmosphere, and because Pole Pole does not have suitable facilities for young children, we do not accept children below the age of 10 years.

WHAT ACTIVITIES DO YOU HAVE FOR CHILDREN?

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

WHERE CAN THE CHILDREN SLEEP?

The family room has a twin room where the kids can stay.

MOBILE PHONE RULES

CAN I USE MY PHONE?

To maintain a tranquil ambiance for all guests, phones must be on silent mode during the guest's stay at Pole Pole.

Phone calls are prohibited in all public spaces of the lodge, except the reception area and in the guest's rooms. area and in the guest's rooms.

Guest can take photos anywhere.

Please share the love on Social Media!



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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 homemade. Jam, honey and vegetables come from organic farms.

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.

This includes but is not limited to gluten intolerances, vegans, vegetarians, and other allergies.

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 (20-30 minutes approx.)

DO YOU ARRANGE PICK UP/DROP OFF?

Yes! Please send us your details before you arrive.

HEALTH & TRAVEL

WHAT HEALTH PRECAUTIONS ARE NEEDED?

Yellow fever vaccine is normally needed to enter 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 traveling.

Payment for the visa is required in cash US Dollars.

IS THERE A FEE FOR MAFIA ISLAND?

The Marine Park fee of USD 23.6 per person per day is payable in credit card at the Marine Park gate directly.



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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 PEOPLE OR MINIMUM NUMBER ON EACH OF EXCURSIONS?

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.

DO WE NEED TO BRING OUR OWN DIVING EQUIPMENT?

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



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AVAILABILITY

IS THE RESORT AVAILABLE ALL YEAR ROUND?

Is closed after Easter till the 1st of June due to the rainy season.

SEASONS

WHAT ARE THE SEASONS IN MAFIA?

Hot Season: October – March

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

Cool Season: June – September

WHEN IS IT HIGH SEASON VS LOW SEASON AT POLE POLE?

Low season:

1 Sept-30 Sept | 16 Nov-19 Dec | 16 Feb-14 Jul

High season:

15 Jul-31 Aug | 1 Oct-15 Nov | 20 Dec-15 Feb

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 who 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.

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.

PAYMENTS AND CANCELLATIONS

DO YOU HAVE CANCELLATION CHARGES?

All payments must be sent to us net of bank charges. If we do not receive the exact amount we will request the balance at check-in if we have not received the full amount before that date. All extra payments at Pole Pole must be done via Credit Card. No Cash. If clients want to offer a gratuity to our team, this can be in cash.

LOW SEASON: 30 days before arrival date: full payment (non-refundable).

HIGH SEASON: 60 days before arrival date: full payment (non-refundable).

DO YOU ACCEPT CREDIT CARDS?

Yes. Visa and Mastercard (authorization fee may be involved).

DO YOU ACCEPT TRAVELLERS AND BANK TRANSFERS?

We accept bank transfers only.

DO YOU ACCEPT CASH?

Pole Pole does not accept Cash. If you want to offer a gratuity to our team, this can be in cash. Otherwise, all payments at the lodge must be done via card payment.

