THE SANTORINI COLLECTION

GUEST INFORMATION GUIDE

reservations@santorinimozambique.com

USEFUL TRAVEL INFORMATION

LUGGAGE ALLOWANCE

SA Airlink flights departing from Johannesburg, Kruger Mpumalanga International Airport (KMIA) or Maputo allow 20kg plus 8kg hand luggage.

LAM flights departing from JHB, Kruger Mpumalanga International Airport (KMIA) or Maputo allow 20kg plus 7kg hand luggage.

LUGGAGE & CUSTOMS

All of your bags will be x-rayed at customs. Your luggage may be searched upon arrival/departure, and this might include hand luggage. Please familiarize yourself with Mozambican custom laws to ensure you are not bringing or leaving with any prohibited items or quantities.

PACKING ESSENTIALS:

Sunhats, sunscreen and sunglasses.
Depending on the season, casual, lightweight clothing and a light sweater for the evening.
Trainers or closed shoes are needed for some activities such as horse riding.
An underwater camera is a great thing to bring along if you have one! If not, we have dry bags available on each boat for all your camera/phone equipment.

IN YOUR SUITE:

(complimentary during your stay)

Charlotte Rhys shampoo, conditioner and shower gel amenities.
Kikoy gown, sarong and capulana beach bag.
Mosquito repellent and bluetooth speaker.
A safe - please store any valuables in this safe. Instructions are inside the safe and further assistance, if required, will be provided by our Management team.

AIRPORT & LOUNGE

VISA REQUIREMENTS

Please note the updated entry requirements for Mozambique as of February 2026. We recommend that all travellers check visa and ETA requirements in advance via: www.evisa.gov.mz

COUNTRIES REQUIRING AN ELECTRONIC TRAVEL AUTHORISATION (ETA):

Clients from the following countries must now apply for an ETA online prior to travel. This must be completed at least 48 hours prior to travel, although we strongly advise applying at least one week in advance.

America; Canada; Switzerland; United Arab Emirates; Israel; Japan; Russia; Saudi Arabia; Belgium; Denmark; Spain; Norway; Sweden; Netherlands; United Kingdom; Republic of Korea; Côte d'Ivoire; Finland; Ireland; Ghana; Senegal; Indonesia; Singapore; Germany; France; Italy; Portugal; China and Ukraine.

COUNTRIES REQUIRING A TOURIST VISA

Clients from countries that are not EXEMPT nor fall into the ETA category will need to apply for an EVISA. Please ensure that applications are made well in advance of travel dates (at least 2/3 weeks prior is suggested).

VISA AND ETA EXEMPT COUNTRIES

Clients travelling on the following passports do not require any form of VISA or ETA for stays of up to 30 days.

Angola, Botswana, Cabo Verde, Eswatini, Kenya, Lesotho, Malawi, Mauritius, Namibia, Seychelles, South Africa, Tanzania, Zambia, and Zimbabwe.

Upon entry, clients will need to produce the following:

- Passport with 6 months validity AFTER the last day of your stay in Mozambique, plus 3 Blank pages.
- Letter confirming proof of accommodation. (supplied by Santorini on receiving passport details)

AIRPORT & LOUNGE

TRAVELLING WITH MINORS

If a parent is absent for travel, the following documentation is required for entry into Mozambique:

- A certified letter of consent from the non-accompanying parent
- A certified copy of the non-accompanying parents' passport or ID
- A certified copy of birth certificate if parent's names are not in the minors passport

SANTORINI EXCLUSIVE AIRPORT LOUNGE

Santorini's private airport lounge offers privacy and comfort for all our guests on arrival and departure at Vilanculos airport, and for guests who are awaiting a helicopter transfer.

The lounge is used exclusively for Santorini guests.

Decorated in Santorini's signature style, this comfortable space is an extension of Santorini's hospitality with complimentary amenities, including:

- Non-alcoholic beverages
- Snack station
- Coffee machine
- Coffee table books
- Wifi
- Air-conditioning

TRANSFERS & CHECK IN

GUEST COLLECTIONS & TRANSFERS

A representative from Santorini will be waiting for you at the arrival terminal with our Santorini sign board. In the case of road transfer, guests are welcomed and assisted to the vehicle, where refreshments and cool cloths are provided for the journey.

Should guests be transferring by helicopter, they will be assisted to our private airport lounge where they can relax and await their flight. Luggage will be transferred separately, by vehicle, to Santorini.

Road transfer may be our open 4x4 safari converted vehicle in which case you may want your sunhat and sunglasses for the journey. The transfer takes approximately 25-30 minutes each way.

All Transfers for flights back to South African will leave the Villa 2.5hrs before scheduled departure time as these flights are considered International and a 2hr check-in time is required.

Airport transfers by road are included in our rates and will be organized by our Santorini Management. Airport transfers may be shared should guests be arriving or departing on the same flight. Helicopter transfers are charged additionally and carried out by Wildlife Helicopters.

There is a restaurant at the airport where you can enjoy a beverage while you wait for the departure flight. You may also make use of Santorini's private airport lounge.

CHECK IN & CHECK OUT

Check-in time is 14h00
Check-out time is 11h00

On arrival you will be welcomed by your Villa Team.
Before being shown around the villa, you will be asked to complete a standard indemnity form.
You will be introduced to your host who along with our Villa Management are on hand to assist with anything you may need during your stay.

If you are arriving earlier or departing later, every effort will be made to make the suite available for your use. If this is not feasible you will be able to enjoy any of the Villa's main areas.

Please liaise with Villa Management on late check-out queries if they are not aware of this already.

Please note that Sole Use Villa bookings can rarely be accommodated for early check in or late check out, so please consider this when booking flights/transfers.

ACTIVITIES

All activities and spa treatments can be booked with your host throughout your stay.
To avoid disappointment, it is best to book on arrival day. Some activities will be dependent on weather and availability of boats/skippers/equipment.

INCLUDED EXPERIENCES

Santorini operates the following included activities. These are subject to availability of the equipment. In the event that any of these activities require the use of a boat then the boat charter rates will apply:

- Welcome spa treatment - choose between a 15 Minute hand or foot ritual at our onsite Spa Na Colina
- Kayaks & stand-up paddle boarding
- Snorkelling equipment for boat excursions
- Beach volleyball, cricket & badminton
- Gym baskets with yoga mats, fit balls, and light weights (2kg, 4kg and 5kg)
- Selection of kid's activities including baking, pool & beach toys, ocean & beach activity booklets and board games
- A visit to the local Chigamane Primary School, one of our Santorini Footprints Initiatives (Monday - Friday during term time only)

EXCLUDED ACTIVITIES

The following activities are offered at an additional charge. Some of these activities are outsourced and therefore operated by a third party. Costs for these activities can be found on our excluded activities price list.
Some outsourced activities require prebooking in peak season so to avoid disappointment, please make us aware should you be interested in Scuba Diving or Horseriding.

- Santorini dhow experience
- Santorini sunset cruise
- Santorini deep sea fishing
- Spa treatments at our onsite Spa Na Colina
- A variety of boat charter packages
- Cultural Town Tour
- Private or group yoga sessions
- A selection of different Horse Safari options from swimming with horses to the red dune ride
- Guided kite surfing lessons and equipment hire
- A variety of Scuba diving and course options
- Scenic helicopter flights from Santorinis private helicopter landing pad

ADDITIONAL INFORMATION

TRANSFERS FOR OUTSOURCED ACTIVITIES

Transfers for excluded outsourced activities are charged as follows:

$15.00 return transfer for activities in Vilanculos town centre

BAZARUTO ARCHIPELAGO NATIONAL PARK FEES

Park fees for each boat trip into the Bazaruto Archipelago National Park are as follows:

$28.00 per person per excursion
There is no charge for children under the age of 12 years

Fees are payable at the Villa upon departure and are subject to exchange rate fluctuations.

BEACHES IN FRONT OF SANTORINI

The beaches in front of Santorini are surrounded by the Bazaruto Archipelago islands.
The coastal waters are shallow and clear for a few hundred meters and low tides are normally showcased by meters of beautiful sand patterns as the water draws back into the deeper ocean.

With this in mind, there are no coral reefs that remain under water along the mainland.
Snorkelling can be enjoyed at the various coral reefs along the islands and within the Bazaruto Archipelago.
The Main land beaches are great for shallow swimming, kayaking, paddle boarding and kite surfing.

ACCESSIBILITY

Santorini is situated on a hilltop with an elevated view over the Bazaruto Archipelago.
Beach access is gained via a garden meander to a wooden staircase that leads down to the beach.
The Main Villa is also split over many levels with steps to access all Suites.
For this reason, we regret to advise that Santorini is not wheelchair friendly and can prove very challenging for guests with mobility issues.

Please do make us aware when making a reservation, should any guest have mobility restrictions so that we can discuss how best to accommodate them.

Our guests experience and comfort is of upmost importance to us, and we will assist wherever possible.

ADDITIONAL INFORMATION

MEALS & DINING

Our chefs make use of quality ingredients to provide a memorable dining experience. All our menu suggestions are flexible, and preferences are provided, when available, on request.
Daily menus are displayed on your breakfast table where your host will take your orders for the day. Please communicate any allergies along with any special requests to management. There are no set mealtimes, we work on your schedule.

Weather dependent, each meal is set up in a private location – a Santorini signature!

Those who appreciate wine will enjoy discovering our Hole in the Wall wine cellar located at the Adega Bar. Whilst a good range of wine, beers, spirits and cocktails are inclusive, a premium selection are available for those who wish to spoil themselves further.

We offer the following unique dining experiences for all our guests, included in your stay.
Please let us know, a day in advance, should you wish to experience any of these.

- Beach picnic breakfast or lunch
- Courtyard pizza lunch
- Vegetable Garden lunch
- Celebration of Mozambique dinner
- Paraiso Escondido Experience (this is an excluded dining experience - in our hidden paradise open-air courtyard)

PANSY SHELL GIFT SHOP

Our gorgeous gift shop, the Pansy Shell, is situated just off the Main Villa and is open all day.
It is filled with a collection of hand-picked items sourced locally and abroad to bring you a choice of beautiful items to take home – memories from your stay and gifts for those back home.

At the Pansy Shell, there is something for everyone, from Santorini branded tees, caps, hats, fleeces, anoraks, bracelets, slops, and sarongs in all sizes, to our gorgeous jewellery pieces, Goodbye Malaria lounge pants, ladies beachwear, and local capulana beach bags with coconut husk clasps.

There are also some essentials stocked in the store for little things that get left behind.
We have a large selection of caps and sunhats, mini suncreams, a fun range of wooden sunglasses, and even a collection of pretty hair accessories, cozzies and boardshorts.

ADDITIONAL INFORMATION

TWIN ROOM SETUP

Please note that our bed bases at Santorini are a built-in design feature of the Suites and cannot be separated. For twin requests, separate mattresses and linen are provided with a bolster cushion added for an extra sense of separation. Example images available upon request.

CHILDRENS TEEPEE TENTS

We offer 4 teepee tents for children aged 7 and under, available in both private villas.
Set up at turndown and removed during the day, they can also be placed in the lounges of The Chapel or Villa da Praia for naps or extra sleeping space.

CHILD MINDING

We are happy to offer you a dedicated person to look after children in the private Villa's as required.
Please note we do not charge a set fee for the babysitting service but rather suggest that you tip the person/persons at your discretion.
Please note that our staff are not trained professionals and not first aid trained.

LAUNDRY & HOUSEKEEPING

Fresh linen and towels will be supplied during your stay.
We are pleased to offer complimentary laundry services for our guests.
However, we kindly encourage you to use this service thoughtfully, in consideration of responsible water usage and our commitment to environmental sustainability.

Should you wish to use our complimentary laundry service, kindly place all garments in the laundry basket provided and complete the laundry list.

Santorini accepts no responsibility for loss or damage of items from this service.

Should you have any special laundering instructions please state this on the list provided.
We are unable to offer a dry cleaning service at Santorini.

CONNECTIVITY & DRONES

DRONE USAGE

For privacy and security reasons, drones are not allowed to take footage of the villas or the property. Additionally, drone usage within the Archipelago National Park or in Vilanculos requires authorization from civil aviation and a license.

It is important to respect the privacy of the fishermen and local people if drones are used.

WIFI

We have complimentary uncapped wireless internet for your enjoyment throughout the villa.
The Wi-Fi connection will automatically appear for you to join.

Connection may be affected by provider issues or power loss in Vilanculos town.

Management can provide dongles in such case, although depending on the issue, this may not resolve the loss of internet.

ELECTRICITY, TRANSFORMERS AND ADAPTERS

220 Volt electricity is available at Santorini.
Plug fittings are all standard South African 220 volt 2 pin diamond shape, 2 pin circular or 3 pin South African standard plugs with USB wall ports.

Additional adapters can be provided, for use during your stay, if required.
Please kindly return these on your departure.

Please note: We sometimes operate on generator power when town power goes down.

SOCIAL MEDIA

We love to see our guests sharing images and reels of their memories at Santorini.
Please remember to tag us and use #santorinimozambique.

If you would like to share any of your memories with us, please send us an email and any links with sharing permission where relevant. (georgie@santorinimozambique.com)

MEDICAL & TRAVEL INSURANCE

MALARIA PRECAUTIONS

As Santorini is situated in a malaria area, it is the absolute responsibility of all guests to take recognized precautions by consulting a Doctor or Pharmacist prior to your visit.

Guests are to be reminded that most of these precautions require the ingestion of medication sometime prior to arrival in the endemic area.

Malaria prophylactics are at the discretion of the guest.

Santorini is fogged weekly and there are mosquito nets on every bed. These nets are put down by housekeeping at evening turndown. Mosquito repellent can be found in your wardrobe.

EMERGENCIES & MEDICAL ASSISTANCE

All villas are closed up at night. Guest suites are all equipped with an Ipad with the use of GOChat for communication with reception. Guests are shown how to use this, by the villa management, on check in. The reception desk is manned from 7am – 8pm for message communications.

Vilanculos has a private medical hospital with doctor on duty as well as and pharmacy - open during normal working hours. After hours and on weekends, there is a doctor on call.

In the event of emergency guests should call the manager on duty.

In the event of a major medical emergency, Santorini is serviced by a 24hr/day, 4x4 enabled ambulance from the private hospital located approximately 5 kilometers from us. The AMS Hospital is fully equipped to respond to trauma/emergency medical treatment.

First Aid kits are located throughout the property, onboard our boats and in all vehicles to attend to minor medical issues.

It is at Management's discretion to refuse anyone whom they may deem unsafe/unsuited to participate in any activities.

All suites and public areas are equipped with smoke detectors andfire extinguisers. In the unlikely event of a fire. please make your way to the villa entrance assembly point.

TRAVEL INSURANCE

Guests are obliged to ensure that they have taken out adequate travel insurance to cover any medical emergencies or evacuations. Guests will therefore bear the sole and absolute responsibility.

Santorini Footprints

SANTORINI FOOTPRINTS INITIATIVE

"Happiness doesn't result from what we get, but from what we give."

Elevated on the cliffs of Kingfisher Bay, overlooking the pristine waters of the protected Bazaruto Archipelago Marine National Park, we are surrounded by Africa's wild beauty and the wonderful Mozambican people.
We believe in giving back to our local community through various initiatives and by offering the time and mentorship of our Santorini Team. Monetary support is donated for the education and nourishment of our next local generation.

For every night spent by our guests at Santorini, 1% of revenue is donated by Santorini to our Santorini Footprints Projects.

Through our various initiatives, we aim to leave a sustainable and positive footprint in the lives and land of this Mozambican coastline. Should you wish to donate towards any of these initiatives - please speak to any of our managers.

SCHOOL MEALS

A healthy appetite supports a healthy mind and functioning brain to better receive the teachings in their various subjects.

It costs $75 to provide a school meal for one child for a whole year.

It costs $125 to feed lunch to the whole Chigamane school (approximately 500 children) for one day.

TEACHER SUPPORT

The teaching team has a dedicated, caring and self – motivated spirit.
Four of the teachers live at the school in run-down reed huts while others take a taxi from town every day. Santorini Footprints assists with transport costs for the offsite teachers, and we are working on fundraising to providing better accommodation for the onsite team.

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SCHOOL ACCESS KIT

Each School access kit donated to the Chigamane Primary School includes a sturdy backpack, annual tuition fee, school uniform, one pair of shoes, stationary (including pencils, ballpoint pens, erasers, and a sharpener) notebooks, and hygiene products like washing powder and soap.
The children are taken to a local tailor for the uniforms to be made.
These kits give opportunity to the more disadvantaged families in the community to enrol their children in primary education.

Each school access kit costs $65

PACK FOR A PURPOSE

Pack for a purpose is an organisation that encourages guests to pack much needed supplies for communities around the world. Santorini supports Chigamane Primary School, based in Vilanculos town, which serves over 500 children from Grade 1 through Grade 7. They are in constant need of basic school supplies and clothing. By bringing just a few of the items on the requested needs list, you can make a big impact on our local community. (PFAP)

Donations by guests are distributed by our community partners Parco to ensure fairv distribution and recipients are those most in need, every effort to involve our guests in this distribution is made.

Needs List: General School Supplies – pencil cases, pens, pencils, coloured pencils, crayons, erasers, rulers and sharpeners, college ruled paper, exercise books, reading books (English and Portuguese), puzzles, art supplies and sport equipment. Clothing – clothing and shoes. Kitchen – plastic serving bowls, cups and plates. Health & First Aid – Band-Aids, soap bars, antibiotic ointment.

LUZ

Luz is a locally organised community project group who do a lot of work in Vilanculos. If you would like to make a donation to Luz, you can leave any of the following items with Management when you depart Santorini. We will donate them to the small community affected with Albinism to help provide essential protection from the harsh Mozambican sun. Donations by guests are distributed by Parco to ensure fair distribution, every effort to involve our guests in this distribution is made.

Donation Items: sunblock, sunglasses, long sleeve clothing, hats & caps.

PAYMENTS & CONTACT

PAYMENTS

We request payment for any extra services received at Santorini to be settled on check-out.
All extras will be quoted and appear in US Dollars on your invoice and credit card slip at the current exchange rate.

Guest bills can be settled by credit card, USD or MZN. Regretfully Amex cards are not accepted for extra payments at the Villa.

We accept cash payment in US Dollars, SA Rands or Meticais as well as Visa & Master Cards for any additional goods/services acquired at the Villa.

Please note that US Dollar notes issued before 2013 are not accepted in Mozambique. Guests should therefore ensure they have newer USD notes available for cash payments.

Most establishments and activity providers accept USD, South African Rands, MZN and Visa credit cards. Guests can exchange a small amount of USD or South African Rands into Mozambican Meticais (MZN) at the Villa if required.
Local currency is generally only required if visiting local markets. If guests wish to visit the market, our guide can provide local currency for the visit, which can then be added to the guests account.

GRATUITIES

Gratuities for the Santorini Team members can be paid by credit card, USD or MZN.

If a general tipping guideline is preferred, we would suggest between $20–$30 per day for your host, $10-$20 per activity, and/or $20-$30 per day for general staff.

Tipping is completely at your own discretion and is not required.
Please feel free to consult with management on site if you would like to discuss.

MANAGEMENT CONTACT

Should you wish to pass on our contact details to family/friends before travelling they are as follows:

Duty Manager mobile numbers: +258 84 644 3230

Email address: reception@santorinimozambique.com

(messages can be passed onto guests via this email address)