

## GRAND LUCAYAN VACATION FAQs

### What is your address?

Our address is: Sea Horse Road, Lucaya, Grand Bahama Island - The Bahamas.

### What is the phone number for resort information?

866-870-7148

### What is the climate on Grand Bahama Island?

Thanks to the warm gulfstream winds and balmy trade winds, Grand Bahama Island has sub-tropical weather which is generally pleasant year round. Average temperatures range from 84° F (29°C) in the summer and 74° F (23°C) in the winter.

### What currencies are accepted?

The national currency is the Bahamian dollar (BSD), which is typically on par with the U.S. Dollar. U.S. currency is also widely accepted.

### Will my cell phone work?

Cell phones will work, however international roaming charges may apply depending on the US mobile carrier. The resort also includes complimentary WiFi, which can be activated from any Mobile device eliminating those annoying roaming charges.

### What type of government is established on Grand Bahama?

The Bahamas have a Constitutional Parliamentary Democracy.

### What is the official language?

English is the official language. Visitors will often hear British accents and Bahamian dialect.

### What religions are practiced?

Various religions are practiced in The Bahamas. The most popular are Baptist, Anglican, Roman Catholic, Pentecostal, Church of God, Methodist and other Christian religions.

### What is the Time Zone?

Grand Bahama Island is on Eastern Standard Time, the same time zone as New York City. April to October is Eastern Daylight Time, in conjunction with U.S. summer hours.

### When is check-in and check-out time?

Check in time begins at 3 p.m. and check-out time is 11 a.m. These times are subject to change based on availability.

### Waiting to check-in?

Take advantage of our daily Resort activities, indulge in a spa service or grab a drink in our swim up bar at Hammerheads.

### What is the airport code for Grand Bahama Airport?

FPO

### What is the distance from the airport to the hotel?

It is about a 10 minute ride by car.

### Which airlines provide travel to Grand Bahama Island?

Grand Bahama International Airport (FPO) in Freeport is the largest airport on Grand Bahama Island. The following airlines offer direct airlift to Grand Bahama Island from the US:

- American Airlines offers daily nonstop service to Grand Bahama Island from Miami
- Silver Airways and Bahamas Air offer daily nonstop service to Grand Bahama Island from Fort Lauderdale
- US Airways offers nonstop service to Grand Bahama Island from Charlotte and Philadelphia
- Delta Airlines offers nonstop service to Grand Bahama Island from Atlanta
- Seasonal charters from select US and Canadian cities

\*Check with each carrier to confirm schedule

### Does the hotel offer complimentary shuttle to/from the airport?

The hotel does not offer complimentary shuttle to/from the airport. You can easily add roundtrip airport/hotel transfers to your vacation package reservation during the booking process. In addition, once at the airport, you can find taxis as well as shuttle companies that provide transportation. A cab fare runs about \$22 per ride (not per person) from the airport to the hotel. From the cruise port cab fare runs about \$35. Cruise port taxi fare is \$30 for two and an extra person is \$3.

### How much is a taxi to the nearest food store?

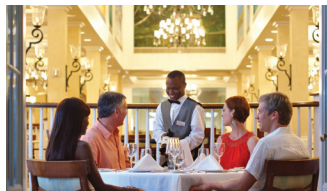
Taxi fare to the nearest food store is \$15 for two. Bus fare is \$1.25. Rates may change without notice.

### Can I buy a daypass at the resort?

Day passes are based on limited availability. Passes can be purchased at the security booth on Retail Street. Cruise passengers have opportunity to purchase passes on board the ship based on availability.

### Do you have a Kids Club?

Grand Lucayan Resort offers great daily activities for all of our guests, seven days a week from 9:30am - 8:30pm.





### What is the policy for having more than 2 people in a room?

Any additional person 18 years of age or older is required to pay the \$30 extra person fee and the \$18 service charge/resort fee per person, per day. Children ages 13 – 17 are required to pay the \$18 service charge/resort fee per person, per day; children ages 12 and under stay free. A maximum occupancy of 4 in most standard guest-rooms. A \$10 energy surcharge per room, per night will be added to the bill.

### What is included in the Service Charge and Resort Fees?

The Resort Fee is \$10 per person/per day. This fee includes, but is not limited to: Wi-Fi, in room coffee, lounges/towels poolside, access to the spa and fitness center, the daily activities, Junkanoo Band on weekend, hotel parking, nightly turndown service, in room safe and local phone calls. The Service Charge is \$8 per person/per day and covers housekeeping, bellman and staff.

### What is the Managers Cocktail Party?

The Weekly Managers Cocktail Party offers complimentary drinks and light snacks. This activity allows the resort's managers to interact with guests, welcome them to the island and get direct feedback about their stay.

### What is the Weekend Junkanoo?

The Junkanoo is a street parade similar to carnival or Mardi Gras, yet still uniquely Bahamian. At Grand Lucayan, a Junkanoo parade makes its way around the property carrying with it the sounds of goat skin drums, horns, and cowbells.

### Are there directories available on the resort property?

Assistance is at the guest's fingertips. In an effort to become more tech savvy, the resort has installed touch screen televisions so that guest's photos and resort information is always at hand. Touchscreens are available at Manor House lobby and at Breakers Cay lobby. In addition, a property map is available at the front desk.

### How many restaurants are there on property?

There are a variety of restaurants, bars and lounges on property - Willy Broadleaf, Plantation Café, Hammerheads, China Grill, China Beach, Havana Cay, Aroma Café and Churchill's. Operating days and hours may vary. For more information, please visit our website at [www.grandlucayan.com/restaurants](http://www.grandlucayan.com/restaurants) or call Guest Services at X5220.

### Are there any off-property activities for guests?

There are attractions that are available for those who want to see a different side of the island. We offer a number of different activities that you can add right to your vacation package, from a cave tour to beach parties and more. On the island, there's deep sea fishing, scuba diving and swimming with the dolphins. A 30-minute trip to Lucayan National Park makes for a day of lounging and exploring the pristine beach where Johnny Depp and his crew filmed the second and third movies in the Pirates of the Caribbean series. Within walking distance from the resort is Port Lucaya Marketplace, a vibrant, open-air shopping and entertainment hub set on a five-acre peninsula overlooking the waterfront.

### Has the hotel recently been renovated or are there renovation plans in the near future?

Grand Lucayan is always looking for ways to improve - be it the installation of new equipment or minor changes that improve the guest experience. There are no plans for major renovations in the near future, but in recent months lighting, carpets and other room amenities have been replaced, including flat screen TV's and bluetooth radios.

### Is Grand Lucayan a pet-friendly property? If so, what do you offer to guests who want to bring their pets?

The resort is service-dog friendly and proper service-dog documentation is required. There are guidelines that we ask guests to adhere to for the safety and comfort of other guests and our animal friends.

### Are there any on-property activities for guests?

The resort has an all-day complimentary activity listing that includes fitness classes, options for kids, pool activities, golf putting lessons etc. For more information, please contact the Front Desk upon your arrival.

### Does the property offer brides-to-be special bridal packages or services? Is there a bridal expert at the property?

Grand Lucayan is a bride's dream. Everything that she needs is on property and we have 2 certified wedding specialists to assist. We have a number of wedding packages that can accommodate all budgets. We also have thousands of square feet of indoor and outdoor wedding space and can assist with arranging every aspect of the perfect wedding. Please visit: [www.grandlucayan.com/wedding](http://www.grandlucayan.com/wedding)

### Has the property implemented any sustainability programs or made adjustments to be more environmentally friendly, such as recycling programs, water conservation or solar energy?

Yes. The resort is very active with resource conservation. We have installed light and air conditioning timers, in all rooms, that are activated when guests check in. We are also diligent in ensuring all lights/air conditioning systems are turned off when not in use, and often find fun and unique ways to involve our staff members in energy saving initiatives. A \$10 energy surcharge per room, per night service charge will be applied to the bill.

### What makes Grand Lucayan unique?

Apart from our comfortable rooms, crystal clear waters, powder white sand, blue skies, delicious dining and flavorful Bahamian cuisine, activities, relaxing spa, and large fitness center, the true attraction of Grand Lucayan and Grand Bahama is the people. Our team members welcome each guest like they would a guest in their home and take immense pride in making sure that everyone leaves happy.