



Asia Concierge

THE ART OF TRAVEL DESIGN



COUNTRY INFORMATION, FACTS & ADVICE

Indonesia



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● ARRIVING INTO INDONESIA

Passport and Visa

Travellers who wish to enter Indonesia, must apply for a Visa on Arrival (VoA). The visa on arrival can be obtained online by using the official site e-Visa immigration. Please find the link here: <https://evisa.imigrasi.go.id>

Simply follow the link to e-VOA and the further instructions on the website to register and pay the visa fee. The process takes between two to five working days. Once this is completed, the customer will receive a code/barcode that can be used as proof at the immigration desk upon arrival in the country. Guests are advised to carry a hard copy printout with them as well. We suggest to start the application two to three weeks before arrival into the country.

The Visa can also be obtained upon arrival at the airport, however the lines to obtain this are often quite long and add a lot of time to the arrival process, so we always would recommend where possible to obtain the visa online.

The Indonesian VOA is available to certain nationalities and can be used for leisure purposes up to 30 days. For those who do not qualify for VOA, Asia Concierge will put you in touch with a visa agent.

1. Visa on Arrival (VOA) is Rp. 500,000 per person.
2. VOA is valid for a maximum period of 30 (thirty) days, which can be extended once for an additional 30 (thirty) days.
3. VOA holders can leave the territory of Indonesia through all Immigration Checkpoints.
4. Payment can be made by Debit Card or Credit Card (only Visa and MasterCard).
5. Cash payment can be made in IDR or foreign currency, which will be converted according to the value at the time of the transaction (approximately USD 35).

Entry Information

All arriving passengers are required to complete the Arrival Card, Electronic Customs Declaration, and Health Declaration through the official website <https://allindonesia.imigrasi.go.id/>

The registration can be done directly upon arrival at the airport, but it is recommended to fill it online a few days prior to the date of arrival. You can easily switch to English language in the menu (top right) on the homepage. For families traveling together, a single combined application can be submitted, with the individual travelers added within the same submission.

Once completed, a QR code will be generated. This code should be saved on a personal phone or carried as printout and will be scanned by customs officers upon arrival. The QR code is valid for up to 72 hours. If it expires, a new form must be submitted, which can also be processed at the airport upon arrival.

The [All Indonesia](#) application is a key part of the government's broader strategy to modernize its infrastructure and provide a seamless, tech-enabled experience for tourists and business travelers alike.

Useful tips:

- Check your passport expiry date and ensure it is valid for more than six months beyond the date of your expected return to your country.
- Ensure you have at least two blank pages in your passport prior to arrival in each country of your journey.





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- Print all important documents and keep them handy, such as airline tickets and visa approval letters.
- If your passport is lost or stolen overseas, please contact your local Asia Concierge representative or hotel staff. They will assist you in contacting the relevant embassy or consulate.

Whilst we do our best to provide the most up-to-date information, visa requirements may change at short notice. Obtaining the correct visa is the responsibility of each guest. Therefore, we recommend that you check with your consulate or embassy for current visa information before

● VISITING BALI

Bali Tourist Levy

The Bali Provincial Government aims to enhance the quality of Bali's cultural tourism services and facilities. To achieve this, the government has implemented a Bali Tourist Tax of IDR 150,000 (approximately USD 10 tip) for all foreign tourists entering Bali, starting from 14 February 2024.

The Bali Tourist Levy is a one-time payment per visit to Bali. This fee does not apply to subsequent internal travels within Indonesia. This means that traveling within Indonesia and returning to Bali does not incur a second payment. However, if visitors leave Indonesia and then return to Bali, they will be required to pay the fee again.

Payment Methods

Travellers can access the payment option direct via the website <https://lovebali.baliprov.go.id> and fill in the required information, including passport number, details of name, email, and arrival date.

Or download the "Love Bali System" application via the Play Store or App Store – please look for this icon:



Currently only cashless payments are accepted, including credit cards, bank transfers, or virtual accounts

Tax Voucher

Once payment is completed, the voucher will be automatically sent to the registered email address. Please ensure that the email is active and valid. The voucher must be presented at the available checkpoint upon arrival into the island of Bali through either seaport or airport. Compliance will be monitored through random checks conducted by officers at airport or harbour gates

● KEEPING HEALTHY IN INDONESIA

Vaccinations

Staying up-to-date with your vaccinations is a crucial part of your pre-holiday planning and it is important to seek professional medical advice for your specific requirements. If you are traveling to remote areas, you may also consider preparing a medical kit.

Local Food & Drink

Do not drink tap water in Indonesia and avoid ice in your drinks unless it is made from mineral water. Exercise caution when eating and drinking outside reputable hotels and restaurants and please only dine at places recommended by your Asia Concierge guide or representative as many local restaurants do not follow typical food hygiene practices.





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Special Requirements

If you are on prescribed medication, ensure that you take a copy of your prescriptions in case of loss of supply. Be sure to pack enough medication in your hand luggage for the duration of your trip as it may not be available locally. It is important to keep it in its original packaging. Check with the relevant embassy or consulate that your medication is legal in the countries you plan to visit and find out whether you need to take a doctor's letter with you.

Please advise an Asia Concierge Travel Designer of any special dietary requirements or allergies at least four weeks prior to departure. Every effort will be made to comply with your request. Travelers with physical disabilities and those who require frequent or on-going medical attention should advise Asia Concierge of their situation at the time of booking or at the earliest possible opportunity.

TIPPING

Tipping for good service is not expected but is always appreciated. Tipping the guide and driver on your transfers and tours should depend on how satisfied you are with the excursion. Hotel porters should be tipped for carrying bags to the room. In other cases, it is totally up to the individual when and how much to tip. Tipping is a very personal matter and should you feel you would like to acknowledge their service,

Please consider the following as a rough guideline for tipping in Indonesia:

- Transfer = IDR 100.000/guide/day
- Half day = IDR 200.000/guide/day
- Full day = IDR 300.000/guide/day
- Adventure/trekking guide = IDR 200.000/guide/day

* Tipping for driver is 50% from guide tipping

- Porter: IDR 10.000/suitcase

- Tipping in Restaurant: restaurant bills usually include a 10% service fee. Any additional amount is at the client's discretion but always appreciated

- Massage: it depends on the place and the cost of the massage. We would recommend a minimum IDR 50.000 in smaller Spa's however in the high-end or hotel spa at least IDR 100.000.

* The above tipping guidelines are in IDR and are recommendations only. Please use your own discretion in tipping based on the quality of service





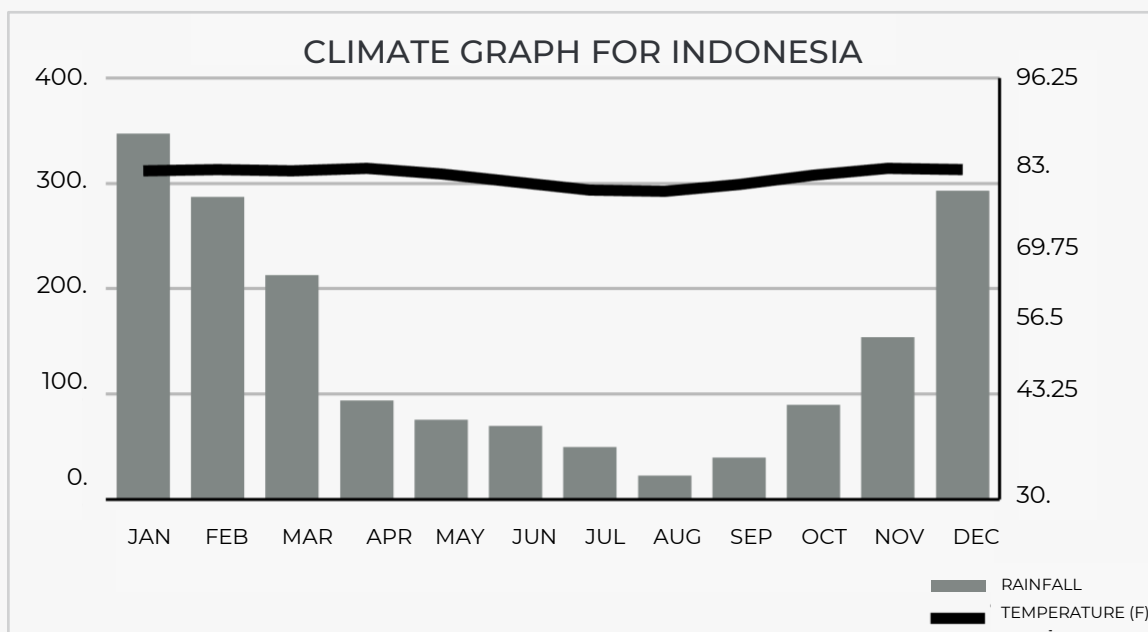
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WEATHER

Indonesia is a tropical country with an even climate all year round and the weather pattern, for most of the country, is divided into two distinct seasons: wet and dry. The wet season falls between October – March, and the dry season runs between April – September. The transitional period between these two seasons alternates between sunny days, with occasional thunderstorms. Even during the wet season temperatures range from 21 degrees (70°F) to 33 degrees Celsius (90°F), except at higher altitudes where it can get much cooler. The heaviest rainfalls are usually recorded in December and January. But we want to highlight that these are usually short and, generally occur in the afternoons and evenings, leaving most of the day pleasant so that the weather should not disrupt your enjoyment of the destination. Average humidity is generally between 70-90 per cent.

The exception to the rule is those who travel to Papua where the wet season falls between April – September and the Dry Season Between October – March.



WHAT TO PACK

Indonesia has hot and humid climate therefore lightweight cotton clothing is the most comfortable to wear. It is advisable to cover arms and legs in the evenings outside to protect against possible insect bites. Visitors should not wear shorts, short skirts, singlets, or vest tops, or similar clothing when visiting religious sites. Except for the beach and the pool area, always dress modestly in a manner that is respectful to citizens of a conservative society. Topless bathing is not acceptable.

A hat, sunscreen, sunglasses and regular sun protection are recommended to protect against the sun and heat, particularly if you are planning to spend a lot of time visiting the many interesting sites which are outdoors.

The standard voltage throughout Indonesia is normally 230 V and with a standard frequency of 50 Hz. Most power plugs and sockets in Indonesia are type C and F. This plug is the 2-pin socket and plug design which is the standard European plug. It is recommended to bring adapter if coming from a country that does not use this type of sockets.





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● MONEY

Currency & Exchange

The unit of currency in Indonesia is the rupiah (abbreviated to Rp or IDR). By law, all transactions are required to be conducted in rupiah. Credit cards are widely accepted in hotels, large restaurants, and large stores. When taking foreign money in cash, make sure the bills are new and crisp as banks in Indonesia can be selective about which bills they accept. You can exchange your money either at the money changer in your country or at the Bali/Jakarta Airport for your first payment. Once you are in Bali, you can change more at the authorised money changers such as Central Kuta Money Exchange, PT. Dirgahayu Valuta Prima, and BMC Money Changer. If you plan to travel in secluded areas, you will need to stock up on additional cash before you hit the road.

Credit Cards

Visa and MasterCard are accepted in most major shopping centres, restaurants and hotels, although relatively few establishments accept American Express.

Traveler's Checks

Traveler's checks can be exchanged in most banks, but this is often complicated and time-consuming so we recommend against using travellers checks.

Banks & ATMs

If you need to withdraw cash, there are plenty of ATMs at the touristic areas like Uluwatu, Seminyak, Ubud, Canggu, Sanur, as well as at the Airports. Using ATMs is probably the most convenient method of exchanging currency.

● TIME ZONE

Indonesia is spread over three time zones:

Western Indonesia Standard Time (WIB)

Sumatra, Java and Madura, West and Central Kalimantan is + 7 hours ahead of GMT, + 15 Pacific Time and + 12 Eastern Time.

Central Indonesia Standard Time (WITA)

East and South Kalimantan, Sulawesi, Bali and Nusa Tenggara, and is +8 hours ahead of GMT, + 16 Pacific Time, and + 13 Eastern Time. Eastern

Indonesia Standard Time (WIT)

Maluku, and Irian Jaya, is + 9 hours ahead of GMT, + 17 Pacific Time and +14 Eastern time.





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● SHOPPING

Shopping in Indonesia can be great fun and rewarding. Bargaining is widely accepted and most of the time expected. It is recommended that you start your bid at half the asking price and work towards settling somewhere in the middle.

Useful tips:

- Take your purchases home with you wherever possible to avoid complications with additional shipping fees, customs duties and regulations. Also, airfreight and shipments can sometimes take months to arrive.
- Avoid purchasing expensive items unless you are certain of its quality and value. Some vendors may overstate the value of their goods, even in shops recommended by Asia Concierge. While our travel experts will try to assist wherever possible, they are not authorities on antiques or rare items.
- Take the time to read credit card slips and calculate the exchange rate before signing.
- Retain receipts of your purchases as you may be asked to provide proof of purchase to local officials when exiting the country. You may also need to present it to customs on your return home.

If you are looking for a specific item, your travel expert may, as a courtesy, refer you to a vendor that carries the merchandise. However, this should not be taken as Asia Concierge's endorsement of the vendor. All purchase decisions are entirely your own responsibility. Asia Concierge shall not assume any liability for products that may be faulty or not as advertised. Similarly, Asia Concierge does not take responsibility for any loss or damage during shipment.

● LOCAL FOOD & DRINK

With its enormous geographic and cultural diversity, it is evident that Indonesian cuisine is rich in variety and taste. Most meals feature rice, although some variation is found in some of the eastern part of Indonesia where the staple ranges from cassava, corn, sago, and sweet potato.

While every ethnicity in the country holds unique recipes specific to their culture, it is recommended to try Beef Rendang originated from Padang, Sumatra. It is somehow similar to Beef curry but without the broth and it takes forever to cook to make the meat tender. Other famous dishes are Nasi Goreng (fried rice with assorted accompaniments), Mie Goreng (fried noodles), and Gado-Gado (vegetables topped with peanut sauce and a boiled egg). If you have a hard time to decide, Nasi Campur (mixed rice) is a great choice. The dish consists of a mound of rice with all sorts of delicious additions on the side which can range from vegetables and meat options. Beef and chicken are widely available, but pork is usually found in Chinese restaurant s and in Bali as other part of Indonesia are majority Muslim area.

Some minor stomach problems are always possible when travelling in Indonesia so bring a supply of your usual anti-diarrhoea medicine. Exercise caution when eating and drinking outside reputable hotels and restaurants, and please dine at places recommended by your Asia Concierge travel expert or representative as many local restaurants do not follow typical food hygiene practices.

****Please advise Asia Concierge Travel Designer of any special dietary requirements or allergies at least four weeks prior to departure. Every effort will be made to comply with your request****





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● CUSTOMS, ETIQUETTE & USEFUL INFORMATION

Language

Indonesia is one of the most culturally rich countries in the world and it comes as no surprise that the country is linguistically diverse, with over 700 languages spoken across the archipelago. However, virtually all Indonesians are united by the common national language; Bahasa Indonesia which is written in Roman script. It's the official language used for administration, media, judiciary, and formal education. Moreover, English is widely spoken in the major tourism destinations and most hotel and airline staff can also communicate in English on a basic to moderate level.

Religious Holidays

It might be a bit confusing when looking into religious holidays as in Indonesia, they use 3 different calendars: Roman Calendar, Islamic Calendar, and Balinese Calendar. When planning your trip to Bali, it is advised to pay attention to the Nyepi (silent day), a Hindu celebration. Nyepi Day in Bali is a New Year celebration unlike anywhere else on the planet. Bali celebrates the Saka New Year, an ultimately quietest day of the year, when all the island's inhabitants abide by a set of local rules, which brings all routine activities to a complete halt.

Roads all over Bali are void of any traffic and nobody should step outside of their home premises. The only exceptions granted are for emergency vehicles carrying those with life-threatening conditions and women about to give birth. As a hotel guest, you are confined to your hotel premises, but free to continue to enjoy the hotel facilities.

Another important religious holiday is Idul Fitri/Lebaran. Mass prayers are held in mosques and large open areas around the country. Just prior to Idul Fitri, a mass homecoming pilgrim from Jakarta with easily over 3 million people, Surabaya as well as Bali and other islands, return to their village to celebrate with family and friends. Hence it is expected that the traffic will be congested. Your Travel Designer will inform you should any travel plans fall over these important dates.

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