



FAQ



Q. Where is Leaning Palm Resort situated?

Leaning Palm Resort is Off-the-Beaten-Path! It is one of the things that makes it so special....especially if you are hoping to really get away from it all and relax in nature. There are only 2 routes to Leaning Palm Resort: The Sea or the Coastal Road. If you choose the sea we can pick you up in Belize City at the Old Belize Marina in our boat (inquire about pricing). If you choose the Coastal Road and have rented a car we will send you directions. The Coastal Road is scenic 36 mile dirt "highway" (soon to be paved) that connects the Western Highway with the Hummingbird Highway and is often referred to as the "short-cut" to Southern Belize. Leaning Palm Resort is located just off of the Coastal Road and on the shores of an undeveloped coastline facing the Caribbean Sea. We are the only operating resort (or anything, really) for miles in both directions along the coast. This is the real Belize before the tourism industry arrived.

Q: Do I need a passport and Visa to visit Belize?

A current passport is required for Canadian, American, and British citizens for travel in both Belize and Guatemala. For citizens of other countries you must contact your embassy or consulate for entry requirements. We suggest you carry a photocopy of your passport with you while traveling that you keep in a separate place from your original passport, as well as leaving a copy with a friend or family member at home.

Please go here for more information on passport, visas and entry paper requirements for Belize: <http://www.travelbelize.org/getting-here/visas-and-immigration>

**Please note that if you are travelling with children you will require full documentation as well as a notarized letter from the absent parent or guardian approving out-of-country travel.

Q: What airlines fly to Belize?

American Airlines via Dallas, Miami, and Charlotte. United Airlines via Houston (George Bush Intercontinental), and Newark. Delta Air Lines via Atlanta and Los Angeles. Southwest Airlines via Houston (Hobby) Tikal Jets via Guatemala City & Flores. Avianca via San Salvador. Tropic Air via Cancun, Merida, and Flores.

Q: In what time zone is Belize?

Belize is on Central Standard Time, like Chicago. However, we do not have daylight savings. That means we have no time change in the summer months. During those months we are on Mountain Standard Time, like Denver.

Q. Do I need any vaccinations before I visit Belize?

As always, please check with your doctor. We recommend that you have an up-to-date tetanus/diphtheria vaccination, which you should have anyway! The vast majority of our guests do not get any special vaccinations before coming to Belize nor do they take any malaria preventatives. We strongly encourage you to bring an adequate supply of any medications that you may need.

Q. Should I buy travel insurance?

Yes. Leaning Palm Resort recommends that you buy travel insurance. This may protect you should you have an unexpected event that prevents you from traveling or cuts short your trip, e.g., flight delay, illness, weather event, etc.

Q: Can I drink the water?

All of the water used at Leaning Palm Resort is collected from the sky. When it rains the water that falls on the building's roof runs into gutters that feed a tank under each building. That water is then sent to four larger storage tanks located behind the resort and sits ready for our use. When you want to take a shower water is sent to your bungalow from these storage tanks, but before it arrives it is sent through an on-demand hot water system based on the hot or cold setting you have selected at the faucet. That water is also used for laundry, cooking, cleaning, etc. Please be aware of water usage by turning off the faucet while brushing your teeth, lathering up or any other time you are not directly using water. This will help to ensure that there is plenty of water for you and all the guests of Leaning Palm Resort. PS: If we all work together to conserve water then no one has to brush their teeth with beer.

Drinking water is provided in your bungalow via a glass drinking dispenser and glasses are also provided. If you need more drinking water let us know and we will refill your dispenser. Cold, bottled water is available at Wild Canes Bar & Grill for \$2 BZD/per bottle.

Sustainability Note: Bring your own water bottle and we will keep it filled for you free of charge. This helps curb plastic waste on the planet and the planet thanks you!

Our ice, salads and other uncooked food items are safe for consumption.

Q. What kind of electricity do you use?

Voltage is 110 like in the USA. Outlets are the same as in the USA.

All of the power used at Leaning Palm Resort is collected from the sun. When the sun is shining the energy from the rays are captured in solar panels on the roof of your bungalow. That power is then sent to batteries located behind the resort and sits ready for our use. When you want to turn on your ceiling fan or lights electricity is sent to your bungalow from these batteries. That electricity is also used for laundry, cooking, music, wireless modem, charging electronics, etc. Please be aware of electricity usage by turning off the lights and ceiling fans while you are away from your bungalow and keep lights off when you go to bed at night. This will help to ensure that there is plenty of power for you and all the guests of Leaning Palm Resort. PS: If we all work together to conserve electricity then no one has to listen to the noisy generator.

Q. Is it ok to bring young children to Belize?

Yes, it is safe. However, children are more likely to have stronger reactions to bug bites and illnesses. Please take necessary precautions and keep a close eye on them. Please note, Leaning Palm Resort has no dedicated children's program. Plan on spending lots of time with your kids!

Q. May I bring a child without the other parent?

Yes, but most likely you will need a signed and notarized document from the other parent saying that it is OK. Check with your country's immigration laws and with your airline.

Q. What language do they speak in Belize?

The official language of Belize is English. In our area people also speak Garifuna, Creole, Spanish, Garifuna and Mayan. In other parts of the country people also speak German and Chinese.

Q. Is Belize safe?

Yes! Belize is a safe country. However, like everywhere else, you need to exercise caution. Do not wear flashy jewelry and carry large amounts of cash. Do not travel at night or walk alone at night. If something seems questionable or too good to be true, it probably is. A little common sense can go along way!

Q: Are there bugs in Belize?

Yes, though most are not a problem. Sand flies, or no-see-ums, are tiny creatures that bite like mosquitoes. When there is little or no breeze, they come out and can even get through screen. Occasionally, we get mosquito “hatches”. At these times we will have a lot of mosquitoes for a couple of days. We recommend that you wear DEET based insect repellent at all times. A pair of lightweight pants and a long sleeve shirt are also good should the bugs be really bad. You should bring hydrocortisone cream and/or Benedryl to help stop itching or should you have an allergic reaction.

Q. Do you recommend driving in Belize?

Yes... and no. It depends on what kind of vacation you are hoping for and what your comfort level is in navigating in an unknown country. In general it is safe to drive here and driving does give you a great level of independence for your time in Belize. However it is important to keep in mind that many roads are unpaved and are best with a four wheel drive vehicle. There are many unmarked speed bumps and one-lane bridges without advance warning signs. During the rainy season some roads are prone to flood. We do not recommend driving at night. If you do decide to drive we can provide you with recommended routes for road trips, arrange guides in advance for tours along the way and provide brown-bag lunches for your travels. In Belize we drive on the Right side of the road (sometimes we drive on the smoothest side of the road).

Q. What is the currency rate of exchange? How can I change money?

The exchange rate in Belize is \$1 USD = \$2 BZD, it never changes so the math is pretty easy. Our pricing is quoted in USD on our website and in our communication with our guests while working through the reservation details. But once you are here, we will switch to Belize dollars – so when you are in our restaurant, Wild Canes, the menus will be in BZD. Your final invoice will include both so it is easier to understand. If you are unclear about the price, just ask – it is common to get turned around and some street-side vendors don't mind if you overpay them. Don't be afraid to ask and double-check so you understand what the price is.

US money (cash only, coins are not accepted) is readily accepted throughout Belize so there is really no need to exchange currency. **Be sure and bring BRAND NEW money as banks will not accept worn or torn money so most business will also not take it.** When you use US money you will most always receive your change in Belize money. Sometimes you can request your change in USD, but it is rare to have that request met unless you are at a high end hotel or a more popular tourist destination. About 50% of businesses take credit cards so plan on bringing some cash especially for tipping and dining at local establishments or purchasing local crafts. **Leaning Palm Resort does not currently accept Credit Cards.**

Q. Do you have TVs, phones or Wifi in the rooms?

We have no TVs or phones in the bungalows. We want you to get away from it all and relax! If you really need to use the phone or check email we have those services available. Wifi is available in the Wild Canes Restaurant and Bar and is best in our Gumbo Limbo Lounge.

Q. Do you have air conditioning?

No. Due to our commitment to the environment and location on the shores of the Caribbean Sea we have chosen to conserve resources and do not have air conditioning units in the bungalows. Thankfully we do have a fairly consistent breeze from the sea, ceiling fans and floor fans throughout the resort. Need to cool off? The sea is steps from your bungalow!

Q. Do I have to plan my tours before arrival?

We do ask that you give us as much notice as possible for any tours you would like to take while in Belize. This ensures we have the runway necessary to make sure we can accommodate you. If you do have a last minute request we will do our best to honor it but cannot guarantee you will be able to participate in the tour. It is best to plan ahead. If you need recommendations we would be happy to prepare a draft itinerary for your time in Belize based on your interests and budget.

Q. What about Tipping

Tips in Belize average about 10%-20% depending on the philosophy of the tipper. Many tourist establishments add an 18% service charge to the bill which they hopefully pass on to their employees for tips. We DO NOT do this as we strongly feel that tipping should be the customer's choice and should be based on the level of service provided. But the 18% gives you a general idea of what expectations are in Belize. Tips can be in US or BZ currencies. Tour guides, boat captains, taxi drivers, etc. can all be tipped directly. If you would like to leave a tip for the house staff we will split it equally among the staff unless noted otherwise by you. Any tip, not matter how big or how small is greatly appreciated!

Q. How can I pay my bill when I check out?

Currently Leaning Palm Resort does not accept Credit Cards. We do accept US Dollars which is our preferred method of payment. We can also process PayPal payments.