

USEFUL INFORMATION FOR TRIPS TO INDONESIA



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ARRIVAL BY AIR

Indonesia is an archipelago so air travel is the most comfortable and efficient way to visit the country and its islands. Indonesia is one of Asia's largest air hubs, so it is very well-connected to the rest of the world. Besides Sukarno Hatta Airport in Jakarta and Ngurah Rai Airport in Bali, also several other airports are served by direct international flights. Always consult your Exo travel consultant for routings, fares and flight availability to Indonesia.

AIRLINES

Indonesia's air access from abroad and the domestic route network are constantly improving. While the national carrier Garuda Indonesia offers excellent services and operates its fleet on international safety standards, there are a number of airlines that are EU-blacklisted. We do strongly recommend flying the national carrier Garuda Indonesia and will always include those flights into our proposal where domestic flights are required an air access to a destination is possible with Garuda Indonesia. In any other case, we would always inform of the airline options to access for example more remote areas, and on the status of the respective airlines.

Major airlines flying in and to/from Indonesia include:

- **International:** Cathay Pacific Airways, Emirates, EVA Air, KLM, Lufthansa, Malaysia Airlines, Qantas, Qatar Airways, Singapore Airlines and Thai Airways
- **Domestic:** Garuda Indonesia, Air Asia Indonesia, Lion Air, Merpati Airlines, Trans Nusa Airlines, and Trigana Air

AIRPORT TAX

Airport taxes for domestic and international flights are included in the airfares. There is no airport taxes payable upon departure anymore.

ARRIVAL FORMALITIES

The filling-in of arrival/ departure declaration cards is not required anymore. However, all visitors have to fill-in a customs declaration form (one per family if travelling together). The forms are usually available in the aircraft, and also at the arrival hall prior to customs counters.

If you have booked a transfer from Exo Travel we will provide you with the information on where to meet your guide/driver as well as a 24-hour phone number to be used in case of emergency.

ATMs

ATMs for withdrawing Indonesian Rupiah are widely available in major airports, shopping malls, hotels, convenience stores and almost all provincial banks in Indonesia. For many banks there is a maximum withdrawal of IDR 2,500,000 per transaction, and depending on the ATM location lower amounts are possible. Usually, several withdrawals may be made in a single day. Ask your tour guide for help when you need to locate an ATM. Particularly at ATMs that are highly frequented in tourist areas and that are not supervised by security personnel, fraud through card skimming occurs on a regular basis. We don strongly recommend using preferably ATM machines that are located within banks or convenient stores and that are being supervised by security personnel!



BUSINESS HOURS

Most businesses are open from Monday to Friday. Government offices are open from 07:30 to 16:00 with some closing for lunch from 12:00 to 13:00. Many retailers and travel agencies are also open on Saturday and most shops are open on Sundays.

CLOTHING

Indonesia has a hot and tropical climate, so light and airy clothing such as cotton is more comfortable for traveling. The dress code is fairly casual as in most parts of the tropics but it is advisable to cover arms and legs in the evenings against biting insects. As Indonesia is a largely Muslim country, it is advisable to dress more conservatively, especially for women. Hammer and sickle symbols are prohibited by law. A lightweight raincoat or umbrella is a good idea in the rainy season from November through March. The months from July to September can be cooler, and especially when travelling to mountainous areas, such as the central and eastern parts of Bali (Kintamani, Sidemen, Bedugul) a warm pullover or a jacket is recommended. Visitors should not wear shorts, short skirts or other skimpy clothing when visiting religious sites and temples. A *sarong* & waist sashes should be worn when visiting temples (these are often provided for a small fee at the temple entrance), and shoes should be removed before entering a private house.

CREDIT CARDS

VISA and MASTERCARD are widely accepted in Indonesia, as well as most other major credit cards and US Dollar traveler-cheques. Not all shops and restaurants accept credit cards, so do check with the cashier before making any purchases. Bear in mind that some places may pass onto you the fee imposed on them by the credit card company (approximately 3-4% depending on card type). At shops and some restaurants it is recommend not to leave credit card out of sight. Frau does occasionally occur.

ELECTRICITY

Indonesia switched to 220V recently so in some areas 110V is still used. Most hotels use 220 volts, 50 cycles and a round, two-pronged slim plug. Bathroom shaver plugs usually have a transformer switch. We suggest taking an international adaptor plug for your personal appliances depending on where you arrive from.

ENTERTAINMENT

There are plenty of entertainment options in Indonesia and restaurants, bars and nightclubs open until late at night or early in the morning. Restaurants offer a wide variety of cuisine, ranging from Balinese, Thai, Chinese, and Italian to French.

FOOD

The staple of the Indonesian meal is rice, usually steamed or fried. The meal is complemented with main dishes of vegetables, meat, seafood, egg, fish and soup. Although Indonesians generally prefer hot, spicy food, not all dishes are so intense and the amount of chilies can be modulated to suit most tastes. Indonesia is also the perfect place to sample a large variety of tropical fruits such as mango, pineapple, banana, mangosteen, rambutan (hairy red skin fruit), salak (snake-skin fruit), jack fruit, as



well as the famous durian- dubbed ‘the fruit of the gods’ for its very special smell and taste. Refer to our Restaurant Guides for Bali and Yogyakarta for more detailed information and recommendations.

HEALTH

No vaccinations are required except for yellow fever if you are coming from an area where the disease is present. However visitors should be vaccinated against typhoid, cholera, hepatitis A and B, tetanus and polio. Malaria is present in most of the region and it is advisable to take precautions especially if traveling off the beaten track. The standard of medical facilities is generally good and Java & Bali have international hospitals. Remember to wash your hands often with soap and water, especially before eating. It is advisable to take out a good medical insurance policy before traveling in case evacuation is needed. Dengue Fever and rabies outbreaks do occur from time to time. With the prevalence of monkeys in and around temples in Bali and occasionally stray dogs in less frequented alleys, we ask that travelers take precaution to avoid making contact with them or teasing them.

INTERNET

Internet cafes are widely available and are easily found in major towns and cities. Prices are reasonable but may vary from IDR 6,000 – 10,000 an hour. In many internet cafes, you can buy pre-paid international phone cards to dial from a computer to a landline or mobile phone worldwide. Most internet cafés are equipped with webcams, headsets and microphones. Wi-Fi hotspots are available at most hotels, restaurants and cafes. Many hotels also have Business Centers with PCs connected to internet or in-room broadband access. Please note that this service is not always free and the rates are usually more expensive than at internet cafes. Buying a local SIM card and the respective package at about 60.000 to 100.000 IDR you will be able to have 3G (4G in bigger cities such as Jakarta, Denpasar or Surabaya) internet connectivity from your mobile phone for up to a month.

LANGUAGE

Bahasa Indonesia is the official national language. There are hundreds of regional dialects and variations in speech from island to island, but the basic words remain the same. A large majority of the population, especially in areas more frequented by international travelers, such as Bali, Central Java and Lombok, as well as the country’s youth usually speak English.

MONEY

The Indonesian Rupiah (Rp or IDR) is the official currency of Indonesia. ATMs and moneychangers are found throughout the country and credit cards are accepted at major hotels and some restaurants. Caution is required with money-changers that offer their services in small booths on the street. We do advise to change money only at authorized and professional money changers, that your tour guide will be able to point out to you, as well as at bank counters. Also hotels and the airports have money-changing facilities, but the rates are usually not matching the official rates provided by banks and authorized money changers.

POSTAL MAIL

Postcards are sold at all main tourist sites and stamps are available from post offices and some hotel reception desks. A postcard to Europe costs IDR 10,000 to send and can take two to three weeks to reach the country of destination.



PUBLIC HOLIDAYS

The yearly official public holiday calendar incorporates many religious holidays such as Islam's Eid around mid-year and the Christmas or Good Friday. Tourist sites remain open although they may be busy with local travelers. Bali is a Hindu island and celebrates many more holidays including the unique 'Day of Silence' in March, on which NO services of any sort are available on this day, including flights. Guests have to remain within their accommodation and may not enter the streets. The preceding night boasts colorful OgoOgo parades. Most religious ceremonies are colorful spectacles but should be respected by travelers. Please also note that during Eid al-Fitr you can double every road transport time indicted in Java, and many shops, sites and amenities are mostly closed, why we do not recommend this time to travel in Java.

RELIGION

In Indonesia, the majority of the population follows Islam but most Balinese are Hindu. Religion plays a major role in everyday of people life. There are a number of different religions that are practiced in Indonesia, which exude a significant influence on the country's political, economic and cultural life. Officially, 5 religions are recognized by the official philosophical foundation of the Indonesian state, named *Pancasila*. According to it, Indonesian citizens have to have a religion and it needs to be religion that worships a god.

SAFETY

Indonesia is a safe country to visit. As a global rule, never leave your belongings unattended and always maintain eye contact or a firm grip on cameras and shoulder bags. Do beware of scams and touts that remain fairly common in popular tourist destinations.

SHOPPING

Indonesia is known as a treasure trove of interesting souvenirs and handicrafts. A fascinating array of products, from traditional antiques to the latest quality fashions to ethnic handicrafts can be found at many local markets, shopping malls and boutique shops. At smaller shops, bargaining may be necessary but it often adds to the fun of shopping in Indonesia. Shopping hours are generally from 09:00 to 22:00. Refer to our Shopping Guides for Bali and Yogyakarta for more detailed information and recommendations.

TELEPHONE

Most hotels have offer international dialing and fax facilities although be warned that these services are expensive in Indonesia. The best way to stay in touch is to buy a local SIM card at a convenience store for your mobile phone. They cost approximately IDR 10,000 and offer international dialing rates as low as IDR 7,000 per minute and free incoming international calls. Internet cafes usually offer cheap web-phone call systems as well, however the quality is often poor. Buying a local SIM card and the respective package at about 60.000 to 100.000 IDR you will be able to have 3G (4G in bigger cities such as Jakarta, Denpasar or Surabaya) internet connectivity from your mobile phone for up to a month.

TIME

GMT/UTC +7 on Java and Sumatra, GMT/UTC +8 on Bali, Lombok and Sulawesi, GMT/UTC +9 on Maluku and West Papua.



TIPPING

Tipping for good service is not expected but is always appreciated in Indonesia. It is customary, though not compulsory, to tip tour guides, drivers and co-drivers at the end of a tour. Hotel and station porters should also be tipped for their service. Many restaurants declare a service charge on their bills, tips are thus included. Any further tipping is at your discretion. You may refer to our Tipping Guidelines for details and recommendations.

TRAFFIC & DRIVING

Generally, an international driving license is accepted by Indonesian traffic authorities. However, we do not offer self-driving or car / motorbike rental services, and do not recommend driving in Indonesia for several reasons: Driving behavior of traffic participants is often not predictable, as rules are often interpreted flexibly. Bad accidents involving travelers on rented motorbikes and cars are common. Road and traffic conditions as well as legal regulations and proceedings upon any incidents differ much from those in the countries of origin of our clientele.

TRANSPORTATION (PUBLIC)

The majority of taxis are now metered, with Bluebird taxi being the most reliable company. *Bemos* – pick-up trucks with rows of seats along each side – provide a unique and cheap form of local transport. Motorcycles and bicycles can also be hired in many places but special care should be exercised at all times as road and traffic conditions can be dangerous in certain locations. Services such as *Grab*, *Uber* or the Indonesian motorcycle taxi service *GoJek* are available in urban areas, but there are conflicts with taxi drivers and local communities offering private transportation services. The cars are often allowed to drop-off guests while there are exclusion zones for the pick-up. During the tourist season in July and August, as well as the Christmas and New Year period, Bali can get crowded. Traveling around Indonesia is generally easy because the people are friendly and happy to offer advice and directions.

PHOTOGRAPHY, FILMING & DRONES

Photographing or filming people should be undertaken with care and respect. It is advised to ask for permission. Any commercial photo or video productions require official permits and the respective visa arrangements. To our current knowledge, drones do not require a special permit. However, caution is advised in flying drones. Particularly, exclusion zones need to be respected, which comprise prohibited airspace, restricted areas such as near military compounds, areas of flight operation safety (aerodromes, airports), controlled airspace dedicated for airline traffic and uncontrolled airspace above 150 meters.

VISA

To receive an entry permit to the Republic of Indonesia, the passport needs to have a validity of minimum 6 months on the expected day of departure, and it has to have one empty page available. All travellers must be able to show a proof of an onward or return ticket upon arrival in Indonesia or when boarding to Indonesia. A photo is not required.



For 169 countries, a **Visa-Free Stay** is granted, up to a maximum duration of 30-days (non-extendable, and only at certain immigration check points).

Other countries' nationalities, travellers not entering through the designated check-points or those travellers, who would like to reserve the option to extend their stay once for another 30 day period, will have to purchase – if eligible - a **Visa-On-Arrival (VOA)** or apply for a visa at the nearest embassy of the Republic of Indonesia.

Nationalities for whom neither a Visa-Free Stay, nor a Visa-On-Arrival is available, will need to apply for a visa at the nearest embassy of the Republic of Indonesia.

Visa Free Stays

Countries eligible for visa-free entry*			
Albania	Ecuador	Malawi	Seychelles
Algeria	Egypt	Malaysia	Singapore
Andorra	El Salvador	Maldives	Slovakia
Angola	England	Mali	Slovenia
Antigua and Barbuda	Estonia	Malta	Solomon Island
Argentina	Fiji	Marshall Islands	South Africa
Armenia	Finland	Mauritania	South Korea
Australia	France	Mauritius	Spain
Austria	Gabon	Mexico	Sri Lanka
Azerbaijan	Gambia	Moldova	St Kitts and Nevis
Bahamas	Georgia	Monaco	St Lucia
Bahrain	Germany	Mongolia	St Vincent and
Bangladesh	Ghana	Morocco	Grenadines
Barbados	Greece	Mozambique	Suriname
Belarus	Grenada	Myanmar	Swaziland
Belgium	Guatemala	Namibia	Sweden
Belize	Guyana	Nauru	Switzerland
Benin	Haiti	Nepal	Taiwan
Bhutan	Honduras	Netherlands	Tajikistan
Bolivia	Hong Kong SAR	New Zealand	Tanzania
Bosnia and Herzegovina	Hungary	Nicaragua	Thailand
Botswana	Iceland	Norway	Timor-Leste
Brazil	India	Oman	Togo
Brunei	Ireland	Palau	Tonga
Bulgaria	Italy	Palestine	Trinidad & Tobago
Burkina Faso	Jamaica	Panama	Tunisia
Burundi	Japan	Papua New Guinea	Turkey
Cambodia	Jordan	Paraguay	Turkmenistan
Canada	Kazakhstan	Peru	Tuvalu
Cape Verde	Kenya	Philippines	Uganda
Chad	Kiribati	Poland	Ukraine
Chile	Kuwait	Portugal	United Arab Emirates
China	Kyrgyzstan	Puerto Rico*	Uruguay
Commonwealth of Dominica	Laos	Qatar	USA
Comoros	Latvia	Romania	Uzbekistan
Costa Rica	Lebanon	Russia	Vanuatu
Cote D'Ivoire	Lesotho	Rwanda	Vatican City
Croatia	Liechtenstein	Samoa	Venezuela
Cuba	Lithuania	San Marino	Vietnam



Cyprus Czech Republic Denmark Dominican Republic	Luxembourg Macau SAR Macedonia Madagascar	Sao Tome and Principe Saudi Arabia Senegal Serbia	Zambia Zimbabwe
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*Note that a visa-free stay is granted, up to a maximum duration of 30-days, is non-extendable and available only for entry and exit at certain immigration check points:

Entry and Exit Points	
Location	Airport
Ambon, Maluku	Pattimura Airport (AMQ)
Banda Aceh	Sultan Iskandar Muda Intl Airport (BTJ)
Bali/Denpasar	Ngurah Rai Intl Airport (DPS)
Balikpapan, East Kalimantan	Sultan Aji Muhamad Sulaiman (BPN)
Bandung, West Java	Husein Sastranegara Intl Airport (BDO)
Batam, Riau	Hang Nadim Intl Airport (BTH)
Biak, Papua	Frans Kaisiepo Airport (BIK)
Banten	Soekarno Hatta Intl Airport (CGK)
Jakarta	Halim Perdanakusuma Intl Airport (HLP)
Kupang, East Nusa Tenggara	El Tari Airport (KOE)
Mataram, Lombok	Lombok Intl Airport (LOP)
Makassar, South Sulawesi	Sultan Hasanuddin (UPG)
Manado, North Sulawesi	Sam Ratulangi (MDC)
Medan, North Sumatra	Kuala Namu Intl Airport (KNO)
Medan, North Sumatra	Polonia Airport (MES)
Merauke, Papua	Mopah Airport (MKQ)
Padang, West Sumatra	Minangkabau (PDG)
Palembang, South Sumatra	Sultan Mahmud Badaruddin II Airport (PLM)
Pekanbaru, Riau	Sultan Syarif Kasim II Airport (PKU)
Pontianak, West Kalimantan	Supadio Airport (PNK)
Sabang, Banda Aceh	Maimun Saleh Airport (SBG)
Semarang, Central Java	Ahmad Yani Intl Airport (SRG)
Sibolga, North Sumatra	Binaka Airport (BNS)
Surabaya, East Java	Juanda Intl Airport (SUB)
Surakarta/Solo, Central Java	Adi Sumarmo Intl Airport (SOC)
Tanjung Pandan, Bangka Belitung	Belitung Airport (TJQ)
Tarakan, East Kalimantan	Tarakan Airport (TRK)
Timika, Papua	Mozes Kilangin Airport (TIM)
Yogyakarta	Adi Sucipto Intl Airport (JOG)
Location	Seaport
Ambon, Maluku	Yos Sudarso
Bagan Siapi Api	Bagan Siapi Api
Banda Aceh	Kuala Langsa, Malahayati, and Sabang
Bali	Tanjung Benoa, Celukan Bawang, and Padang Bai

Balikpapan, East Kalimantan	Semayang
Bandar Lampung	Panjang
Bangka Belitung	Tanjung Pandan
Banjarmasin, South Kalimantan	Tri Sakti
Batam	Batam Center, Batu Ampar, Citra Tri Tunas, Harbor Bay, Kabil, Marina Teluk Senimba, Nongsa Terminal Bahari, Sekupang
Belakang Padang	Belakang Padang
Belawan, North Sumatra	Belawan
Bengkalis, Riau	Bandar Sri Setia Raya
Bengkulu	Pulai Baai
Biak, Papua	Biak
Bintan, Riau	Bandar Bentan Telani and Bandar Seri Udana
Bitung, North Sulawesi	Samudera
Cilacap, West Java	Tanjung Intan
Cilegon, West Java	Ciwandan
Cirebon, West Java	Yos Sudarso
Dumai, Riau	Dumai
Gorontalo	Anggrek
Jakarta	Tanjung Priok
Jambi	Jambi and Kuala Tungkal
Jayapura, Papua	Jayapura
Jember, East Java	Tanjung Wangi
Kendari, Southeast Sulawesi	Kendari
Kota Baru, South Kalimantan	Kota Baru
Kupang, East Nusa Tenggara	Kupang and Tanjung Lontar
Makassar, South Sulawesi	Soekarno-Hatta Makassar
Manado, North Sulawesi	Manado
Mataram, Lombok	Lembar
Maumere, East Nusa Tenggara	Lauren Say
Medan, North Sumatra	Belawan and Sibolga
Merauke, Papua	Merauke
Nunukan, East Kalimantan	Tunon Taka
Padang, West Sumatra	Teluk Bayur
Palembang, South Sumatra	Boom Baru
Palu, Central Sulawesi	Pantoloan
Panarukan, East Java	Panarukan
Pangkal Pinang, Bangka Belitung	Pangkal Balam, Tanjung Gudang, and Tanjung Kelian
Papua, Papua	Jayapura
Pare Pare, South Sulawesi	Nusantara
Pasuruan, East Java	Pasuruan
Pontianak, West Kalimantan	Dwi Kora
Probolinggo, East Kalimantan	Probolinggo
Ranai, Riau	Sekat Lampa



Samarinda, East Kalimantan	Samarinda
Sambas, West Kalimantan	Pemangkat and Sintete
Sampit, West Kalimantan	Sampit
Selat Panjang, Riau	Tanjung Harapan
Semarang, Central Java	Tanjung Emas
Siak, Riau	Siak Sri Indrapura
Sibolga, North Sumatra	Gunung Sitoli and Sibolga
Sorong, West Papua	Sorong
Sumbawa Besar, West Nusa Tenggara	Benete
Surabaya, East Java	Tanjung Perak
Tahuna, North Sulawesi	Marore, Miangas, and Nusantara
Tanjung Balai Asahan, North Sumatra	Kuala Tanjung and Teluk Nibung
Tanjung Balai Karimun, Riau	Tanjung Balai Karimun
Tanjung Pinang, Riau	Sri Bayantan and Sri Bintan Pura
Tanjung Uban, Riau	Bandar Bentan Telani Lagoi, Bandar Seri Udana Lobam, and Tanjung Uban
Tarakan, North Kalimantan	Malundung
Tarempa, Riau	Tarempa
Tembaga Pura, Papua	Arnamapare
Tembilahan, Riau	Kuala Enok, Sungai Guntung, and Tembilahan
Ternate, North Maluku	Achmad Yani
Tual, Maluku	Tual
Location	Land Border
Atambua, East Nusa Tenggara	Napan, Metamauk and Mota'an
Entikong, West Kalimantan	Entikong
Jayapura, West Papua	Skouw
Sambas, West Kalimantan	Aruk
Sanggau, West Kalimantan	Nanga Badau

Visa on Arrival Stays

Visa on Arrival is available for certain nationalities for a stay of 30 days. The fee is 35 USD and needs to be paid at the immigration check-point of entry in USD cash (only clean and new notes will be accepted). The visa can be extended one time for another period of 30 days (for another 35 USD).

Nationalities eligible for Visa-On-Arrival (VOA)	
Iran	Libya
As well as all nationalities that are eligible for a Visa-Free Stay but would like to reserve the option to extend their stay once more for up to 30 days	

Visa Application through Embassies

All nationalities that are not mentioned as eligible for a Visa-Free Stay, a stay with Visa-On-Arrival or all travellers to Indonesia that intend to stay for longer than the mentioned periods or do not enter



the country for the purpose of leisure travel will need to apply for a visa with the nearest embassy of the Republic of Indonesia in their country of residence.

WATER

It is not advisable to drink tap water in Indonesia but bottled mineral water is safe and available everywhere. Iced in drinks are generally OK in good standard hotels and restaurants but it is best to avoid it on street stalls or in the countryside.

WEATHER

Indonesia can be visited year-round. It is located about six degrees south of the equator and experiences a tropical monsoon climate with two distinct seasons. The wet season from November to March brings high humidity and afternoon downpours which are often short-lived but may also occur for a couple of days in a row. The dry season from April to October sees low rainfall and warmer temperatures with cool evenings. Throughout the year, Indonesia sees small temperature variations and temperatures average around 86°F / 30°C. For different islands there are varying weather patterns, and our Travel Consultant will be able to advice on the best times to travel certain regions.