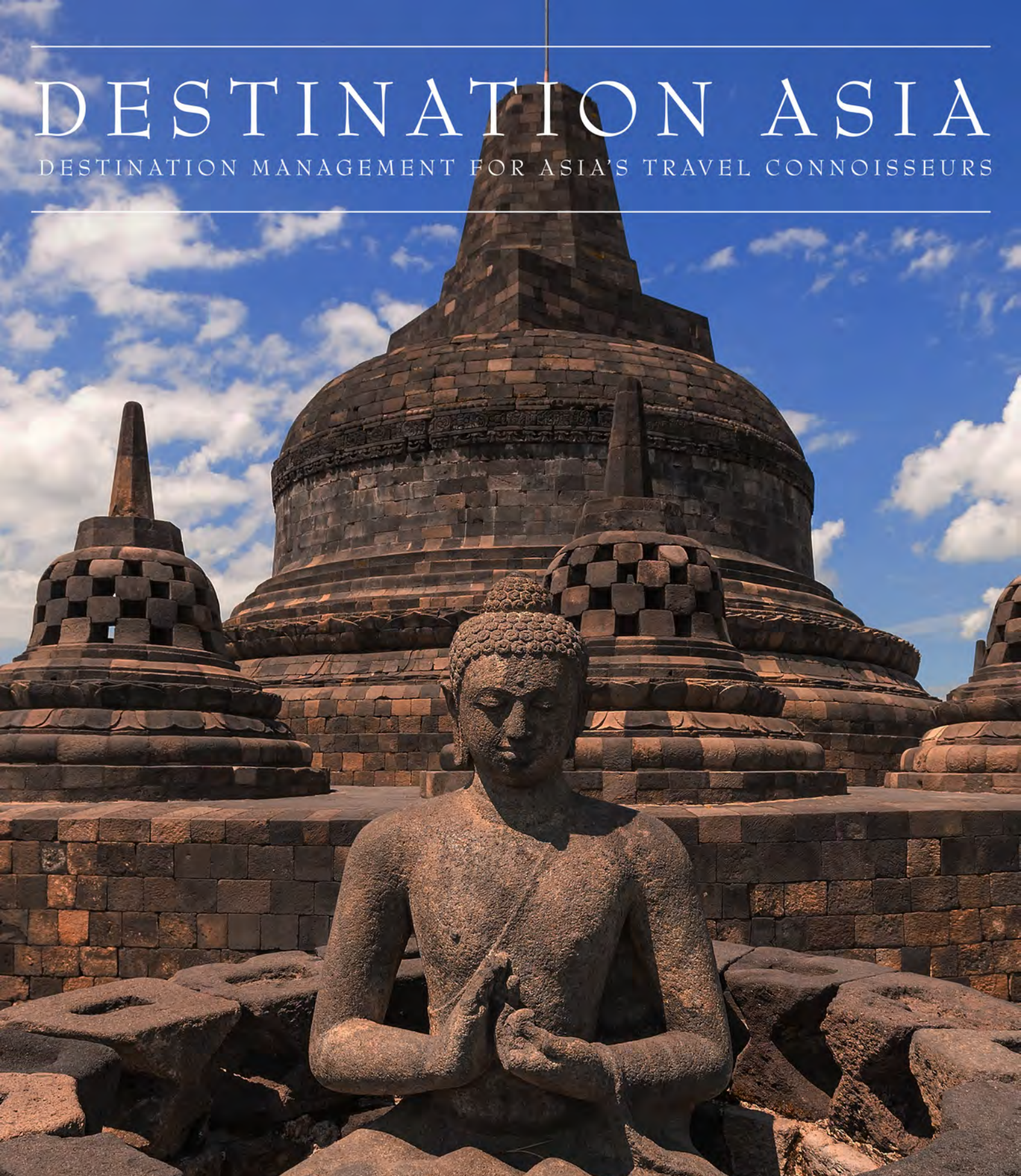

DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS



INDONESIA
COUNTRY FACT SHEET



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ABOUT INDONESIA

The world's fourth most populated country with approximately 250 million people is a huge archipelago of 17,508 islands that runs along the equator for 5,000km. Lying across a region of immense volcanic activity, Indonesia has some 400 volcanoes, with at least 70 that are still active. The country shares land borders with Malaysia, Brunei Darussalam, East Timor and Papua New Guinea, and maritime borders with Singapore, the Philippines and Australia. It is a land of so many cultures, ethnic groups, customs, fauna and flora that it is like 100 separate countries united under one flag. The main islands are Java, Sumatra, Bali, Lombok, Kalimantan (Borneo), Sulawesi (Celebes), Papua, Flores, Timor and Seram. The capital city of Jakarta lies in the lowlands of West Java – the most populated island in the archipelago. The tropical paradise of Bali is arguably the jewel in Indonesia's crown.

This is home to the only large-scale Hindu society in South East Asia and the island has attracted tourists, artists, and adventurers for generations. The island of Lombok lies close by and its untouched charm often earns the description: "Like Bali 20 years ago". Other popular tourism destinations include the island of Komodo, famous for the Komodo dragon, the largest species of lizard on the planet, and Borobudur, the site of the world's largest Buddhist monument which is located on a remote hilltop in central Java. Adventure-seekers often head for Kalimantan's remote jungle interior to visit the world's foremost orang-utan research and conservation centers, or explore Sumatra, with its teeming wildlife and abundance of tribal groups.

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AIRPORTS

The main international gateways are Jakarta's Soekarno-Hatta International Airport; Bali's Ngurah Rai International Airport; Juanda Airport in East Java; and the new Kuala Namu International Airport in Medan, Sumatra. As the country is an archipelago spread over a vast area, air travel is the best option for visiting the main tourism destinations.

ARRIVAL/DEPARTURE INFORMATION

Visitors are required to have a visa to enter Indonesia, obtained either beforehand or on arrival, but please take note also of the visa free – short visit possibility (below).

Tourist passport holders traveling for private purposes may apply for a 30-day Visa-on-Arrival at airports in Jakarta, Bali, Surabaya, Yogyakarta, Lombok, Banda Aceh, Medan, Padang, Pekanbaru, Manado, Balikpapan, Pontianak, Kupang, and Batam. The Visa-on-Arrival is also available at a limited number of seaports, including the Batam and Bintan ferry terminals opposite Singapore. However, they are unavailable at any land border crossings. The Visa-on-Arrival is only for private, temporary business or pleasure visits. Travel for other purposes requires the appropriate Indonesian visa before arrival.

The Visa-on-Arrival is valid for 30 days and requires a fee. A Visa-on-Arrival may be extended one time only. An onward/return ticket is required to apply for a Visa-on-Arrival at ports of entry.

In accordance with the Regulation of Minister of Law and Human Right of the Republic of Indonesia, citizen from 68 countries are eligible for obtaining **Visa on Arrival (VOA)**:

Algeria, Andorra, Argentina, Australia, Austria, Armenia, Bahrain, Belarus, Belgium, Brazil, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hungary, Iceland, India, Ireland, Italy, Japan, Kuwait, Latvia, Libya, Liechtenstein, Lithuania, Luxembourg, Maldives, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Oman, Panama, Papua New Guinea, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Seychelles, Slovakia, Slovenia, South Africa, South Korea, Spain, Suriname, Sweden, Switzerland, Taiwan, Timor-Leste, Tunisia, Turkey, United Arab Emirates, United Kingdom, United States.

The fees for Visa On Arrival are:

- Visa for stay up to 7 (seven) days in several Special Economic Zones (SEZ) = **US\$ 15**
- Visa for stay up to 30 (thirty) days = **US\$ 35**
- Extension of stay for up to 30 (thirty) days = **US\$ 35**

For details on the Visa-on-Arrival and other visa information, please visit the Embassy of the Republic of Indonesia's website at: <http://www.embassyofindonesia.org/>.

Visa free – short visit to Indonesia for 169 countries

Visitors from recipient countries are exempted from obtaining a visa prior to their entry to Indonesia.

Please be advised that visa free - short visit is granted for a maximum of 30 (thirty) days of visit. It cannot be extended and cannot be transferred to another type of visa.

Visa free - short visit is granted for these purposes:

1. Tourism
2. Family visit
3. Social
4. Arts and culture
5. Government duties
6. Giving a lecture or seminar
7. Attending a meeting held by a headquarter or Indonesian representative office
8. Continuing a trip to other country

Entry requirements for Visa free - short visit to Indonesia:

1. Passport must be valid for a minimum of 6 (six) months from the date of entry into Indonesia
2. Onward or return tickets are compulsory
3. No compulsory vaccinations
4. Must enter and exit from designated airports and seaports in Indonesia

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The following 169 countries are exempted from a short visit visa to Indonesia:

1. Albania
2. Algeria
3. Andorra
4. Angola
5. Antigua and Barbuda
6. Argentina
7. Armenia
8. Australia
9. Austria
10. Azerbaijan
11. Bahamas
12. Bahrain
13. Bangladesh
14. Barbados
15. Belarus
16. Belgium
17. Belize
18. Benin
19. Bhutan
20. Bolivia
21. Bosnia and Herzegovina
22. Botswana
23. Brazil
24. Brunei Darussalam
25. Bulgaria
26. Burkina Faso
27. Burundi
28. Cambodia
29. Canada
30. Cape Verde
31. Chad
32. Chile
33. China
34. Czech Republic
35. Comoros
36. Costa Rica
37. Croatia
38. Cuba
39. Cyprus
40. Denmark
41. Commonwealth of Dominica
42. Dominican Republic
43. East Timor
44. Ecuador
45. Egypt
46. El Salvador
47. Estonia
48. Fiji
49. Finland
50. France
51. Gabon
52. Gambia
53. Georgia
54. Germany
55. Ghana
56. Greece
57. Grenada
58. Guatemala
59. Guyana
60. Haiti
61. Holy See (Vatican City)
62. Honduras
63. Hong Kong (SAR of China)
64. Hungary
65. Iceland
66. India
67. Ireland
68. Italy
69. Ivory Coast
70. Jamaica
71. Japan
72. Jordan
73. Kazakhstan
74. Kenya
75. Kiribati
76. Republic of Korea
77. Kuwait
78. Kyrgyzstan
79. Laos
80. Latvia
81. Lebanon
82. Lesotho
83. Liechtenstein
84. Lithuania
85. Luxembourg
86. Macao (SAR of China)
87. Macedonia
88. Madagascar
89. Maldives
90. Malawi
91. Malaysia
92. Mali
93. Malta
94. Marshall Islands
95. Mauritania
96. Mauritius
97. Mexico
98. Moldova
99. Monaco
100. Mongolia
101. Morocco
102. Mozambique
103. Myanmar
104. Namibia
105. Nauru
106. Nepal
107. New Zealand
108. Netherlands
109. Nicaragua
110. Norway
111. Oman
112. Palau
113. Palestine
114. Panama
115. Papua New Guinea
116. Paraguay
117. Peru
118. Philippines
119. Poland
120. Portugal
121. Puerto Rico
122. Qatar
123. Romania
124. Russia
125. Rwanda
126. Saint Kitts and Nevis
127. Saint Lucia
128. Saint Vincent and the Grenadines
129. Samoa
130. San Marino
131. Sao Tome and Principe
132. Saudi Arabia
133. Senegal
134. Serbia
135. Seychelles
136. Singapore
137. Slovakia
138. Slovenia
139. Solomon Islands
140. South Africa
141. Spain
142. Sri Lanka
143. Suriname
144. Swaziland
145. Sweden
146. Switzerland
147. Taiwan
148. Tajikistan
149. Tanzania
150. Thailand
151. Togo
152. Tonga
153. Trinidad and Tobago
154. Tunisia
155. Turkey
156. Turkmenistan
157. Tuvalu
158. Uganda
159. Ukraine
160. United Kingdom
161. United States of America
162. United Arab Emirates
163. Uruguay
164. Uzbekistan
165. Vanuatu
166. Venezuela
167. Vietnam
168. Zambia
169. Zimbabwe

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Countries not listed for 'free-visa' facilities should check with the local Indonesian consulate / embassy for up to date visa information as there are different rules for different nationalities.

It should be noted that the days a visa holder is within Indonesia are counted from the day of entry (this being day one, not day zero!). This means that by 24.00 hours (12 midnight) on the night of the day of arrival, a visitor will have been in Indonesia for one day. If the visitor enters at 23:59 (11:59 PM), at just two minutes after midnight, the passenger will have been in Indonesia for two days. If you are entering Indonesia through Bali, you must have two fully blank passport pages in your passport. If you are entering through other ports of entry, you must have at least one blank page. Indonesian immigration inspectors do not consider amendment pages in your passport as blank pages.

"All the above information may change without prior notice. It remains the traveler's responsibility to check visa requirements before traveling."

BUSINESS HOURS

Private offices are usually open from Monday to Friday, from 9-am until 5-pm, and often close for lunch between 12-2-pm. Shops open early and close any time between 6-pm and 9-pm. Government office hours are Monday to Friday between 8-am and 4-pm and Saturday from 8-am to noon.

BANKS

Banks open from 8-am to 3-pm on weekdays. They are closed on Saturdays but exchange places are open longer, until the early evening. Banks in larger towns and tourist destinations have ATMs. Cash or traveler's checks can be changed in most tourist centers at a competitive rate. Credit cards are widely accepted throughout the main cities and towns and destination areas.

CLOTHING

As with other regional tropical countries, lightweight cotton clothing is the most comfortable form of clothing in Indonesia. A lightweight raincoat is a good idea in the rainy season. It is advisable to cover arms and legs in the evenings outside to protect against mosquito bites. An umbrella is also a good idea in both the hot and rainy seasons as it will offer protective shade from both the strong sun and the tropical downpours in the respective seasons. Visitors should not wear shorts, short skirts, singlets, or vest tops, or similar clothing when visiting religious sites, and shoes should always be removed before entering a religious building or a private home. With the exception of the beach, always dress modestly in a manner that is respectful to citizens of a conservative society. Topless bathing is not acceptable.

CURRENCY

The unit of currency in Indonesia is the rupiah (abbreviated to Rp). When taking US dollars in cash, make sure the bills are new and crisp as banks in Indonesia can be selective about which bills they accept. It is worth making sure that you have a stock of smaller notes and coins as it can be hard to break larger bills and get change when paying for small items, using taxis etc.

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CUSTOM ALLOWANCES

Indonesian customs authorities strictly regulate the import and export of items such as prescription medicines and foreign language materials or CDs. You should contact the Embassy of Indonesia in your home country for more specific information about customs requirements. The following goods may be imported into Indonesia without incurring a customs duty:

- One liter of alcohol;
- 200 cigarettes, or 50 cigars, or 100 gm of tobacco products;
- A reasonable quantity of perfume.

Please note: Money in excess of 100 million Rupiah (or in other currencies) must be declared upon arrival or departure.

ETIQUETTE (DOS AND DON'TS)

DOS IN INDONESIA

- When meeting someone – be it for the first time or just the first time that day – it is common to shake hands, but in Indonesia this is just a light touching of the palms, often followed by bringing the hand to the chest.
- Meetings often start and end with everybody shaking hands. However, men should not try to shake hands with a Muslim woman unless she offers her hand first.
- It is respectful to bend slightly (not a complete bow) when greeting someone older, or someone in a position of authority.
- Dress conservatively. Never wear shorts, dresses or skirts, or tops with low-neck lines and bare shoulders in temples or mosques.
- Avoid public displays of affection. Anything beyond holding hands may be frowned upon in a conservative society.
- Polite forms of address for people you don't know are Bapak (father) for men and Ibu (mother) for women. If you know the name of the person you're talking to, you can address them respectfully as Pak followed by their name (for men) or Bu followed by their name (for women). The Javanese terms mas (older brother) and mbak (older sister) are also heard, but these are best reserved for equals and not superiors.
- Take your shoes off at the entrance to an Indonesian home.
- When venturing out from your hotel, make sure you take a hotel business card with you. This will make your return in a taxi much easier.
- If you are invited to someone's home, it is customary to take a gift. This is not opened until after the visitor has left.

DON'TS IN INDONESIA

- Do not show off; keep a low profile and a cool head, remain polite. Losing your temper in Indonesia means a "loss of face".
- Using the left hand for anything is considered very rude. This is especially true when you are shaking hands or handing something to someone.
- Avoid behavior that causes embarrassment to another party.
- Do not take a photo of somebody without asking for their permission. Do not take pictures of anything related to the military, which is considered a breach of national security.
- Do not stand or sit with your arms crossed or on your hips. This is a sign of anger or hostility.

ELECTRICITY

Voltage in Indonesia is 220 volts, so a transformer will be needed to operate 100-volt appliances. Electrical appliances will require an adapter that can change the shape of the plug prongs, so be sure to bring a universal plug adaptor. Rural areas may only be serviced with 110 volts.

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ENTERTAINMENT AND NIGHTLIFE

Nightclubs, especially in Jakarta and Bali, sometimes feature international singers and bands. Jakarta also has many cinemas, and English-language and sub-titled films are shown. Dancing is considered an art form in Indonesia and the most popular dance forms are based on ancient legends and stories from religious epics. Dances include the Legong, a slow, graceful dance of divine nymphs; the Baris, a fast moving, noisy performance; and the Jauk, a riveting solo offering by a masked and richly costumed demon. Larger hotels, particularly in Bali, put on dance shows accompanied by the uniquely Indonesian gamelan orchestra.

For Western-style bars, clubs and pubs, Bali is at the forefront of this type of entertainment. The different regions of Indonesia have varying levels of nightlife, or none at all, depending on local sensitivities and cultures.

FOOD

Rice is the staple food in most parts of Indonesia though some variation is found in some of the islands in eastern Indonesia where the staple ranges from corn, sago and cassava to sweet potatoes. The most famous dish is Nasi Goreng (fried rice with assorted accompaniments); Mie Goreng (fried noodles); and Gado-Gado (vegetables topped with peanut sauce and a sliced boiled egg). For those who cannot decide what to eat in a local restaurant, the standard meal is simply Nasi Campur, which is translated as "mixed rice". This dish comprises of a mound of rice with all sorts of delicious additions on the side which can range from corn fritters, vegetable salad, tofu, beef rendang, chicken curry and grilled sate. The Indonesian cuisine is less fiery than other regional cuisines so it may be more suitable for those uncomfortable with hot and spicy food. As Indonesia is an archipelago, fish and seafood is one of the favorite food staples and various types of fish feature prominently in the diet. Coconut is also widely available and apart from being used as cooking oil, the nut's milk and pulp is used as an ingredient in many dishes. Beef and chicken are widely available but pork is only found in Chinese restaurants. For those who want Western food, many popular fast food chains have established their presence in the major cities – and tourism hot spots like Bali feature all of the world's major cuisines.

HEALTH

Generally no vaccinations are required except for yellow fever if traveling from an area where the disease is present. However visitors should be inoculated against typhoid, cholera, hepatitis A and B, tetanus and polio. Malaria and Dengue Fever are present and it is advisable to take precautions especially if traveling off the established tourist trail. If you plan to take anti-malarial tablets, you usually need to start the course of tablets one week before arrival. Prior to travel we recommend seeking a qualified medical practitioner's advice about vaccinations and up-to-date precautionary medicine. All travelers should take out comprehensive travel insurance prior to travel that will cover any overseas medical costs, including medical evacuation. If you require a particular medication, ensure that you take an adequate supply, as it may not be available locally. Care should be taken to only drink alcohol in reputable venues and local "home brewed" drinks such as Arak (rice wine) and Tuak (palm wine) should be avoided. Ensure drinks are prepared in your sight and do not leave your drink unattended.

HOTEL INFORMATION

The standards of accommodation are excellent with categories to fit all budgets. The larger hotels offer a wide variety of restaurants, bars, swimming pools and other recreational facilities. Most of the staff at key positions (front office, reception, restaurants etc..) speak excellent English but please be patient and show patience if you do not get what you want right away. During check-in you will be asked to complete a registration card. The hotel will also ask for an imprint of your credit card as a guarantee for extra services such as meals, drinks, etc. Ask the cashier to return this slip upon checkout. Please check that you receive meal coupons (where applicable) when given the room key. General check-in is from 2pm and check out time is 12-noon. If you require a late check-out (extra costs may apply) check with reception beforehand.

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INSURANCE

It is advisable to take out a medical insurance policy before traveling as treatment will not be administered without proof of payment, or evidence of a comprehensive travel insurance policy. Do be careful if you hire a car or a motorbike and make sure the rental is covered by the appropriate motor insurance. Health insurance to include emergency repatriation cover is strongly advised. Adequate routine medical care is available in all major cities, but emergency services are generally inadequate outside major cities. Clinics catering specifically to foreigners can be found in most capital cities. Although medical costs are relatively cheap, drugs can be expensive.

INTERNET

Major hotels throughout the country offer both Wi-Fi access and business centres with timed computer use. Cyber cafes are also plentiful and you can buy pre-paid international phone cards to make international calls.

LANGUAGE

The inhabitants of the Indonesian archipelago constitute a rich array of hundreds of distinct cultures, each with their own individual language or dialect. However, virtually all Indonesians are united by the common national language; Bahasa Indonesia which is written in Roman script. English is widely spoken in the major tourism destinations. There are about 583 languages and dialects spoken in the Indonesia. They normally belong to the different ethnic groups of the population. Some of the distinctly different local languages are: Acehnese, Batak, Sundanese, Javanese, Sasak, Tetum of Timor, Dayak, Minahasa, Toraja, Buginese, Halmahera, Ambonese, Ceramese, and several Irianese languages. To make the picture even more complex and colorful, these languages are also spoken in different dialects.

PEOPLE

With a population of approximately 250 million – the fourth most populated country on earth – Indonesia also has the largest population of Muslims within its borders. Indonesians are renowned for being courteous and welcoming and foreigners are often given the benefit of the doubt when norms are transgressed. Many Indonesians may see themselves first by their ethnic and cultural group and secondly as an Indonesian. Besides the unity of the national language, Pancasila is the national philosophy which stresses the doctrine of unity and universal justice for all Indonesians.

PUBLIC HOLIDAYS

Closure of tourist sites can occur at short notice on public holidays and our Destination Asia guides will give guests advice about this situation.

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PUBLIC TRANSPORTATION

Cars can be hired for self-drive or with a driver. Destination Asia supplies modern vehicles with trained drivers to take the strain and make travel across the archipelago seamless. Motorbike hire is available at many beach resorts and increasingly in other towns. It is illegal to ride without a helmet and many machines are poorly maintained so be sure to check brakes and lights before proceeding. Taxis are metered in the major cities and all registered taxis, minibuses and rental cars have yellow number plates. Forms of local transport include; Bajaj: These are small three-wheeled motor scooters similar to the Thai tuk-tuk. They are probably the cheapest form of taxi after the becak, but are only available in the big cities. Becaks: These are like bicycle rickshaws and one of the cheapest, and most important forms of short-distance transport. They are now illegal in central Jakarta and often officially barred from main thoroughfares in other large cities. Bargain hard and agree a price before boarding. Bemos: These are small buses or adapted pickups operating on fixed routes. They usually run fixed routes for fixed fares but can also be chartered by the hour or day. Ojeks: These are motorcycle taxis.

Ojek riders often wear colored jackets, congregate at junctions and take pillion passengers. Agree a price beforehand. Oplets: These are larger versions of bemos and carry 10-12 passengers. They have a bewildering number of other names such as daihatsu in Semarang; angkuta in Solo; and microlets in Malang and Jakarta. In rural areas they tend to be called colts. In larger cities, bemos/colts often follow fixed routes. They are sometimes color-coded; sometimes numbered; and sometimes have their destinations marked on the front. In the countryside, routes can vary. Oplets can be chartered by the hour or day. Destination Asia provides efficient airport transfers and transport with local guides to get around the major tourism destinations.

RELIGION

More than 90 per cent of Indonesians are followers of the Islamic faith, with the others being Hindus, Christians and Buddhists. Religious freedom is one of the principal features of Indonesian society.

SAFETY

Serious or violent crimes against foreigners in Indonesia are rare but travelers should remain vigilant for petty theft, especially in larger cities and when travelling by bus or train. As a global rule, never leave belongings unattended and always maintain a firm grip on cameras and shoulder bags. In some tourist sites you may encounter insistent souvenir sellers. A polite "No, thank you" usually will suffice. Leave your expensive valuables at home and always use hotel safety deposits boxes or in-room safes for valuables. Crime can be a problem in some major metropolitan areas in the country. If you are in Jakarta and Surabaya, hire a taxi either at a major hotel or shopping center queue, or by calling a reputable taxi company. If you are arriving at Soekarno-Hatta International Airport in Jakarta, use only taxis at designated taxi queues or clearly marked taxi stands. Politely decline all offers of help from touts or anyone who approaches you.

SHOPPING

Indonesia offers a wealth of distinctive handicrafts and other products. Best buys include textiles such as batik, silverwork, woodcarvings, puppets, handmade kites, paintings and ceramics. Bali has the greatest choice of handicrafts. It is not necessarily the case that you will find the best buys in the area where a particular product is made; the larger cities, especially Jakarta, sell a wide range of handicrafts and antiques from across the archipelago at competitive prices. Early morning sales may well be cheaper, as traders often believe the first sale augurs well for the rest of the day. Except in the larger fixed-price stores, bargaining (with good humor) is expected; start at 60 per cent lower than the asking price and work your way up.

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STREET STALLS

Most towns and cities have one or more markets and these are always worth visiting for a cultural retail experience. Some bargaining is essential in most tourist transactions. Remember that in Asia "saving face" is important, so bargaining should be good-natured. In some cases you will be able to get a 50 per cent discount or more.

TELEPHONE

Most hotels have IDD phones but for a more inexpensive option head to the abundance of Internet cafes for cheaper phone rates and the sale of pre-paid international calling cards.

TIME ZONE

Indonesia is spread over three time zones: Western Indonesia Standard Time, which covers the islands of Sumatra, Java and Madura, West and Central Kalimantan is seven hours ahead of GMT; Central Indonesia Standard Time covers East and South Kalimantan, Sulawesi, Bali and Nusa Tenggara, and is eight hours ahead of GMT; and Eastern Indonesia Standard Time, which covers Maluku, and Irian Jaya, is nine hours ahead of GMT.

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.

WATER

It is not advisable to drink tap water but bottled mineral water is safe and available everywhere. All hotels provide a complimentary bottle of local mineral water, per person, in the room. Ice is generally okay in good standard hotels and restaurants but it is best to avoid them at street stalls or in upcountry areas. Some minor stomach problems are always possible when travelling in Indonesia so bring a supply of your usual anti-diarrhoea medicine. Bottled water should also be used for cleaning teeth and cooking. Factory bottled soft drinks, and juices and milk sold in sealed containers are safe.

WEATHER

Indonesia is a tropical country with a fairly even climate all year round and the weather pattern is divided into two distinct seasons; "wet" and "dry". The East Monsoon – from June to September – brings generally dry weather while the West Monsoon – from December to March – brings abundant rain. The transitional period between these two seasons alternates between sunny days, with occasional thunderstorms. Even in the midst of 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. Average humidity is generally between 70-90 per cent.

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DESTINATION ASIA INDONESIA OFFICES:

Bali Office

Jl. By Pass Ngurah Rai No. 360,
Sanur, Denpasar
Bali, Indonesia

Tel: +62 361 283 898

Fax: +62 361 283 312

E-mail: indonesia@destination-asia.com

Yogyakarta Office

Jl. Perumnas No. 9,
Seturan Depok, Sleman,
Yogyakarta, Indonesia

Tel: +62 27 4453 4523

E-mail: indonesia@destination-asia.com

Jakarta Office

Gedung Gondangdia 25,
Jl. RP Soeroso No. 25, Lt. 3, Menteng,
Jakarta Pusat, Indonesia

Tel: +62 2 1314 6019

E-mail: indonesia@destination-asia.com

EMERGENCY CONTACT NUMBERS

Police dial 110; Emergency Medical Services dial 118; Fire service dial 113; Search and Rescue team 115.

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