



FREQUENTLY ASKED QUESTIONS

Green Island, Jamaica | Adults Only | All-Inclusive

SECTION 1 — RESORT BASICS

Q: What is Princess Senses the Mangrove?

A: Princess Senses the Mangrove is a **5-star, adults-only (18+) all-inclusive beachfront resort** located in Green Island, Hanover, Jamaica. The resort features 401 ocean-view suites and 14 overwater villas, multiple pools, restaurants, bars, entertainment, water sports, a spa, fitness facilities and access to many amenities at the neighboring Princess Grand Jamaica.

Q: Is the resort adults-only?

A: Yes. All guests staying at Princess Senses the Mangrove must be **18 years of age or older**.

Q: Where is the resort located?

A: The resort is in **Green Island, Hanover, Jamaica**, on Jamaica's northwestern coast between Montego Bay and Negril (15-20 minute drive).

Q: What time is check-in?

A: Suites are available beginning at approximately **3:00 PM** on the day of arrival.

Q: What time is check-out?

A: Check-out is by **12:00 noon** on the day of departure.

Q: Can I request early check-in or late check-out?

A: Yes, but requests are **subject to availability**. Platinum guests receive complimentary early check-in and late check-out when available.

Q: Can guests at Princess Senses use Princess Grand Jamaica?

A: Yes. Princess Senses guests have access to the services included at neighboring **Princess Grand Jamaica**, except facilities and services specifically reserved for Platinum guests or other restricted areas.

Q: Do I need a plug adapter?

A: Jamaica generally uses **Type A and Type B electrical outlets**, which are the same basic plug styles used in the United States.

Most U.S. travelers will not need a plug adapter for standard devices.

Q: Should I bring a power strip?

A: A compact travel charging hub with USB ports can be helpful when charging several devices. Avoid bringing prohibited or unsafe extension devices.

Q: Is Wi-Fi included?

A: Yes. High-speed Wi-Fi is included in suites and common areas.

Q: Will my U.S. cell phone work in Jamaica?

A: It may, but international roaming charges depend on your carrier and plan. Check with your mobile provider before departure.

Q: Can I use Wi-Fi calling?

A: If your phone and carrier support it, Wi-Fi calling and messaging apps can help reduce cellular roaming use.

Q: Is smoking allowed at the resort?

A: Smoking is restricted according to resort policy. Guests should smoke only in **designated smoking areas**. No smoking in the rooms.

SECTION 2 — WHAT IS INCLUDED?

Q: What does the all-inclusive package include?

A: Standard all-inclusive services include:

- Meals and snacks at participating restaurants and food outlets
- Unlimited selection of local and international drinks
- High-speed Wi-Fi in suites and common areas
- Daily housekeeping
- In-room safe
- Concierge service
- Beach and pool waiter service
- Daily and nightly entertainment
- Select sports and activities
- Select non-motorized water sports
- Fitness facilities
- In-resort transportation
- Access to eligible Princess Grand Jamaica facilities
- 24-hour reception

Q: What is NOT included in the standard all-inclusive package?

A: Additional charges may apply for:

- Standard room service for non-Platinum guests
- Spa and beauty treatments
- Motorized water sports
- Off-property excursions
- Private events and special experiences

- Golf
 - Car rentals
 - Taxis and outside transportation
 - Laundry services
 - Certain premium or Platinum services
 - Airport transportation unless specifically included in your travel package
 - Club Mobay unless specifically included in your package
 - Purchases from shops or boutiques
 - Any service specifically identified by the resort as an additional-charge service
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SECTION 3 — ROOMS & AMENITIES

Q: What is included in a standard Deluxe Junior Suite?

A: Deluxe Junior Suites include amenities such as:

- King bed or two queen beds, depending on room assignment
- Sofa bed
- Furnished terrace/balcony
- Designer bathtub
- Double rain shower
- 55-inch television
- Air conditioning
- Ceiling fan
- Complimentary minibar
- Coffee/tea facilities
- Electronic safe
- Hairdryer
- Robes and slippers
- Iron
- Toiletries
- Wi-Fi

Q: Is there a flat iron/hair straightener in the room?

A: A flat iron/hair straightener is **not listed as a standard room amenity**. Guests who use one should bring their own.

Q: Is room service included?

A: It depends on your room category.

For guests in **standard/non-Platinum rooms**, room service is available but is listed by the resort as a **service with an additional charge**, currently \$7 USD per delivery per room.

SECTION 4 — RESTAURANTS, DINING, BARS & DRINKS

Q: Are meals included?

A: Yes. Meals at participating buffet, à la carte and casual dining venues are included in the all-inclusive package.

Q: What types of restaurants are available?

A: The resort complex offers a wide variety of dining, including:

- Jamaican cuisine
- Seafood
- Steakhouse/grill
- Japanese
- Sushi
- Asian fusion
- Italian
- Mexican
- International cuisine
- Buffets
- Beach dining
- Food trucks
- Sports-bar dining

Q: Do I have to make restaurant reservations?

A: Most restaurants operate without required reservations. However, **some dining experiences may require reservations or have limited seating.**

Guests should review the resort's current restaurant schedule upon arrival.

Q: Can I make reservations ahead of the trip?

A: In general, restaurant arrangements are handled through the resort once you arrive. Platinum guests can use the resort web app or their designated butler for dining arrangements.

Q: Are food allergies and dietary restrictions accommodated?

A: The resort offers options for guests with various food intolerances and dietary needs. Guests should notify the resort/concierge and **speak directly with restaurant staff about allergies before ordering.**

Q: Are alcoholic beverages included?

A: Yes. The standard all-inclusive package includes an unlimited selection of local and international beverages.

Q: Are premium liquors included?

A: Standard guests receive the beverages included in the resort's regular all-inclusive program. **Platinum guests receive upgraded/premium alcoholic beverage benefits.**

Q: Is there a coffee shop?

A: Yes. The resort has a coffee shop in addition to its bars and lounges.

Q: Is there a nightclub?

A: Yes. The resort complex offers nightlife, including a nightclub and evening entertainment.

SECTION 5 — DRESS CODE

Q: Is there a dress code?

A: Yes. Dress codes vary by restaurant.

Q: What can I wear to breakfast and lunch?

A: Resort-casual clothing is generally appropriate. This may include:

- Bermuda/long shorts
- Capri pants
- Sneakers
- Tennis shoes
- Sandals

Women wearing swimsuits should have a **cover-up** when entering restaurants.

Men should not wear sleeveless shirts where prohibited by the restaurant dress code.

Q: What should I wear to dinner?

A: Some restaurants require **Resort Smart Elegant/Elegant** attire.

- Dresses
- Skirts
- Dress pants/jumpsuits
- Blouses or elevated tops
- Dress sandals or appropriate evening shoes

Q: Can I wear swimwear to a restaurant?

A: Not by itself. Guests should cover swimwear before entering restaurants.

SECTION 6 — POOLS & BEACH

Q: Does the resort have a beach?

A: Yes. Princess Senses is a beachfront resort.

Q: Are beach chairs and loungers available?

A: Yes. Loungers are available around the beach and pool areas, subject to availability.

Q: Are beach towels provided?

A: Yes. Beach/pool towel service is available.

Q: Does the resort have pools?

A: Yes. Princess Hotels advertises **11 swimming pools** across the resort experience, in addition to swim-out pools associated with certain room categories.

Q: Is there beach and pool drink service?

A: Yes. Beach and pool waiter service is included.

SECTION 7 — ENTERTAINMENT, ACTIVITIES, SPA & FITNESS

Q: Is there entertainment at the resort?

A: Yes. Princess Senses offers **daily and nightly entertainment**.

Activities and entertainment vary by day, so guests should check the current schedule after arrival.

Q: What types of activities are available?

A: Activities may include:

- Pool activities
- Games
- Live entertainment
- Nightly shows
- Music
- Sports
- Fitness activities
- Water activities
- Nightclub entertainment

Q: Are water sports included?

A: Select water sports are available. **Motorized water sports are an additional charge.**

Q: Does the resort have a spa?

A: Yes. The resort has **Senses Luxurious Spa & Beauty Salon**.

Q: Are spa treatments included?

A: No. Spa and beauty treatments are generally an **additional charge**.

Certain Platinum room categories may receive spa discounts or included hydrotherapy benefits.

Q: Is there a fitness center?

A: Yes. Fitness and wellness facilities are available.

SECTION 8 — CLUB MOBAY

Q: What is Club Mobay?

A: Club Mobay is a VIP airport service at **Sangster International Airport (MBJ)** in Montego Bay. Depending on the service purchased, benefits may include expedited airport assistance and access to the Club Mobay lounge.

Q: What is the price Club Mobay?

A: Club Mobay Arrival & Departure VIP Service is \$85.00 per person

Q: Is Club Mobay automatically included with Princess Senses?

A: No. Standard Princess Senses reservations do not automatically include Club Mobay.

It may be included if it was specifically purchased or included as part of your travel package or qualifying premium room category.

SECTION 9 — AIRPORT TRANSFERS

Q: Are airport transfers included?

A: Yes

Q: Which airport do we use?

A: Most guests arrive through **Sangster International Airport (MBJ)** in Montego Bay.

Q: How do I find my transportation at the airport?

A: Follow the transportation instructions included with your final travel documents. Do not accept unsolicited transportation from individuals inside or outside the terminal.

Q: Can I take a taxi instead?

A: Yes, but Princess Hotels recommends using **authorized taxis**. The resort can assist with authorized taxi arrangements for return trips or excursions.

Q: How far is the resort from the airport?

A: 35 miles. It takes approximately 50 minutes depending on traffic.

SECTION 10 — PASSPORT & ENTRY REQUIREMENTS

Q: Do I need a passport?

A: U.S. citizens traveling internationally to Jamaica should travel with a **valid U.S. passport** and meet Jamaica's current entry requirements.

Q: Should I carry a copy of my passport?

A: Yes. It is a good idea to keep a secure digital and/or paper copy separate from your original passport.

Q: Where should I keep my passport after arriving?

A: Unless you need it for an activity or identification, secure it in your **in-room safe**.

Q: What is the Jamaica C5 form?

A: The C5 is Jamaica's **Immigration/Customs Declaration** for arriving travelers.

Q: Do I need to complete the C5 form?

A: Travelers entering Jamaica should follow Jamaica's current immigration and customs requirements, including completing the required C5 declaration when applicable.

Q: When should I complete it?

A: Complete the form during the permitted pre-arrival period before your flight to Jamaica. Instructions should be provided with your final travel information.

Q: Does the official C5 form cost money?

A: Be cautious of unofficial third-party sites that charge travelers simply to submit standard immigration documentation. Use the **official Jamaican government process** provided in your travel instructions.

Q: Should I wait until I arrive at the airport to complete it?

A: No. Completing required entry documentation **before departure** can make the arrival process easier.

SECTION 11 — TOURIST TAXES & FEES

Q: Is there a tourist tax that I have to pay at the resort?

A: Travelers should **not assume that an additional tourist tax is due at check-in** unless it appears in their booking documents or the resort advises them otherwise.

Taxes and fees included with vacation packages can vary depending on how the trip was booked.

Q: What if someone asks me to pay an unexpected government or resort fee?

A: Before paying, verify the charge with the resort front desk.

SECTION 12 — CREDIT CARDS & INCIDENTAL HOLD

Q: Do I need a credit card at check-in?

A: Guests should travel with a major credit card even when staying at an all-inclusive resort. Princess accepts major cards including Visa, Mastercard and American Express.

Q: Will the resort place a hold on my credit card?

A: The exact **incidental authorization/hold amount is not clearly published in the resort information**, so guests should not be given a specific dollar amount unless Princess confirms it.

Guests should be prepared to provide a card at check-in for incidentals and should ask the front desk about any temporary authorization before the card is processed.

Q: Can I use a debit card?

A: Policies can vary. A credit card is generally preferable for hotel incidentals because debit-card authorizations can temporarily affect the funds available in your bank account.

SECTION 13 — MONEY & CURRENCY

Q: What currency is used in Jamaica?

A: Jamaica's official currency is the **Jamaican Dollar (JMD)**.

Q: Can I use U.S. dollars?

A: U.S. dollars are widely accepted in Jamaica's major tourism areas.

Q: Can I exchange money at the resort?

A: Princess lists currency exchange at reception **subject to availability**.

Q: Should I notify my bank before traveling?

A: It is a good idea to check your bank/credit-card issuer's current travel-notification and international transaction policies before leaving.

SECTION 14 — TIPPING

Q: Is tipping required?

A: Tipping is generally **not mandatory**, but many travelers choose to tip resort employees for excellent service.

Q: Who might I want to tip?

A: Depending on the service received, guests may choose to tip:

- Airport/transfer drivers
- Bell staff
- Housekeeping
- Bartenders
- Restaurant servers
- Beach/pool servers
- Butler or concierge staff
- Excursion guides and drivers

Q: Should I bring small bills?

A: Yes. Bringing **small U.S. bills** can be convenient for discretionary tipping.

Q: How much should I tip?

A: There is no single required amount. Tip according to the service provided and your comfort level. For exceptional or highly personalized service, guests may choose to give more.

SECTION 15 — WRISTBANDS

Q: Will we have to wear resort wristbands?

A: The resort may use wristbands or other identification to verify guest access and distinguish accommodation/service levels.

Because procedures can change, guests should follow the instructions given at check-in.

Q: What if I lose my wristband?

A: Contact the front desk immediately. Replacement procedures or charges may apply depending on current resort policy.

SECTION 16 — LATE-JUNE WEATHER

Q: What is Jamaica's weather like in late June?

A: Expect **hot, humid, tropical weather**. Daytime temperatures are commonly in the upper 80s°F, with warm evenings.

Brief tropical rain showers are possible, but rain does not necessarily mean an entire day will be lost.

Q: Is June part of hurricane season?

A: Yes. Atlantic hurricane season officially runs from **June through November**.

This does not mean a hurricane will occur during your trip, but travel insurance and monitoring weather forecasts before departure are recommended.

Q: Should I pack an umbrella?

A: A small travel umbrella or lightweight rain poncho can be useful for passing showers.

SECTION 17 — MOSQUITOES & INSECTS

Q: Are mosquitoes a problem?

A: Jamaica's tropical climate means mosquitoes and other insects can be present, particularly around vegetation, after rainfall and around dawn/dusk.

Q: Should I bring insect repellent?

A: Yes. Pack insect repellent and use it as needed, especially during evening outdoor activities and excursions.

Q: Should I pack anything else for bug protection?

A: Consider packing:

- Insect repellent
- After-bite treatment
- Lightweight clothing that covers the skin for excursions or evenings if you are sensitive to bites

SECTION 18 — EXCURSIONS

Q: Can I book excursions while in Jamaica?

A: Yes. Jamaica offers numerous off-property activities and excursions.

Q: What types of excursions are available?

A: Depending on current operators and availability, options may include:

- Catamaran cruises
- Snorkeling
- Waterfalls
- River activities
- Beach experiences
- ATV adventures
- Ziplining
- Cultural tours
- Negril sightseeing
- Rick's Cafe
- Shopping
- Private tours

Q: Are excursions included in the all-inclusive resort price?

A: No. Off-property excursions are normally an additional cost unless specifically included with your group package.

Q: Should I book an excursion from someone on the beach?

A: For safety and accountability, use **reputable, authorized excursion providers** and follow the instructions provided by your travel advisor/group leader.

Q: Can the resort arrange transportation for activities?

A: Yes. The concierge can assist with transportation and resort activities. Platinum butlers can also help coordinate activities and transfers.

SECTION 19 — SAFETY

Q: Is it safe to leave the resort?

A: Guests who leave the property should use normal international-travel precautions and reputable transportation/tour providers.

Q: Should I carry my passport on excursions?

A: Unless an excursion specifically requires your passport, it is generally preferable to keep the original secured in your room safe and carry appropriate identification/copies as needed.

Q: Should I bring expensive jewelry?

A: Consider leaving unnecessary valuables at home. Secure valuables you do bring in your room safe when they are not being used.

SECTION 20 — MEDICAL & EMERGENCY NEEDS

Q: What should I do if I become sick or injured at the resort?

A: Contact the **front desk or concierge immediately**. Resort personnel can direct you to the appropriate medical assistance or local healthcare provider.

Q: Should I bring my prescription medication?

A: Yes. Bring enough medication for your entire trip, preferably in its original labeled container, plus a reasonable extra supply in case of travel delays.

Q: Should prescription medication go in my checked bag?

A: Important medications should be kept in your **carry-on luggage** rather than checked baggage.

Q: Should I purchase travel insurance?

A: Travel insurance is strongly recommended for international travel. Depending on the policy purchased, coverage may include medical emergencies, trip interruption, delays, baggage issues and other covered events.

Guests should review their individual policy because coverage varies.

Q: What is Jamaica's emergency number?

A: In an immediate emergency, contact resort staff for assistance and follow local emergency procedures. Guests should also retain the emergency/contact information provided with their travel documents and insurance policy

Princess Senses the Mangrove – 1-876-618-0030

US Embassy – 1-876-702-6000

Ambulance/Fire – 110

Police - 119

SECTION 21 — SPECIAL REQUESTS

Q: Can I request rooms near my friends?

A: Yes. Requests can be submitted, but **room location and proximity requests are never guaranteed** and depend on availability.

Q: Can I request a specific bed type?

A: Yes, but bedding requests are subject to the room category booked and resort availability.

SECTION 22 — BEFORE LEAVING HOME

Q: What should I double-check before departure?

A: Before leaving home, confirm that you have:

- Valid passport
- Flight information
- Resort confirmation
- Airport transfer instructions
- Club Mobay confirmation, if purchased/included
- Completed required Jamaica entry documentation
- Travel insurance information
- Prescription medications
- Credit/debit cards
- Emergency contact information
- Excursion confirmations, if pre-booked

Q: Should I put important documents in my checked luggage?

A: No, keep your passport, medications, travel documents, valuables and essential items in your **carry-on/personal item**.

Q: Should I register with the Smart Traveler Enrollment Program (STEP)?

A: If you are traveling outside the United States, you should enroll in our Smart Traveler Enrollment Program (STEP). It is a free service that sends you email updates and alerts from U.S. embassies and consulates abroad. [Smart Traveler Enrollment Program](#)

SECTION 23 — DEPARTURE DAY

Q: Can the resort store my luggage after check-out?

A: Ask the front desk/concierge about luggage storage if your transfer departs after check-out.

Q: Can I continue using the resort after checking out?

A: Resort procedures regarding facilities, food and beverages after check-out can vary. Confirm your departure-day privileges with the front desk.

Q: How will I know when my airport transfer leaves?

A: Follow the departure instructions provided by your transportation company, group leader or travel advisor. Transfer pickup is generally scheduled well in advance of the flight because of driving time and airport check-in/security requirements.

Q: Should I wait until departure morning to find out my transfer time?

A: No. Confirm your pickup instructions **before departure day** so you know exactly where and when to meet your transportation.

QUICK REFERENCE — INCLUDED VS. EXTRA COST

Q: What can I generally expect to be included?

A: Your standard Princess Senses all-inclusive stay generally includes accommodations, meals, snacks, standard alcoholic and nonalcoholic beverages, Wi-Fi, housekeeping, beach/pool service, entertainment, select sports, select water activities and access to eligible Princess Grand Jamaica amenities.

Q: What should I expect to pay extra for?

A: Unless your specific package says otherwise, plan for additional costs for spa treatments, motorized water sports, excursions, shopping, private experiences, taxis, car rentals, standard room service for non-Platinum guests and other services identified as chargeable.

Q: What is the most important rule about determining whether something is included?

A: Always check your individual booking documents. Your group package may include transportation, Club Mobay or other benefits that are not automatically included in a standard Princess Senses reservation.

FINAL REMINDER

Q: Can resort information change before our trip?

A: Yes. Restaurant hours, entertainment schedules, activities, policies, services, fees and Jamaica entry requirements can change.

This FAQ should be used as a comprehensive planning reference, but guests should follow their **final travel documents and current instructions** issued closer to departure whenever those instructions differ from this guide.