



Frequently Asked Questions

How do I get to the Sugar Mill ?

From the USA or Canada - Recommended route

Fly to St Thomas US Virgin Islands. [Airport code STT] Non Stop Flights go from New York , Newark, Miami, Fort Lauderdale , Atlanta, Boston, Charlotte and other major hubs All the majors fly there as do Spirit – from Fort Lauderdale and Jet Blue – from various airports.

On arrival at St Thomas Charlotte Amalie Airport, take a taxi to Red Hook on St Thomas USVI [\$15 a person] - 20 minutes journey

Take a ferry from Red Hook to West End Tortola - they run up until 5 pm or so most days and sometimes 9 at night in high season - [check with us beforehand] - 30 minute trip - approximately \$50 round trip.

Take a taxi from West End to Sugar Mill - 10 minutes, \$10 or less per person. Taxis are abundant and everyone knows the Sugar Mill

On 5 star all inclusive we will meet you at West End ferry dock with private hotel transport.

Can I book the ferry in advance?

No. You cannot pre book ferries between St Thomas and Tortola. Buy tickets at the terminal. There may be a departure tax of \$10 or so per person.

Which ferry company do you recommend?

All the ferry companies are pretty alike and we do not recommend one over another. Get on whichever one is running. But do not use Road Town Fast Ferry which does not stop at West End. The ferry trip is part of your holiday, great views of St John and other islands.

Can I take a ferry from Charlotte Amalie instead of Red Hook?

Yes is it also possible to take a ferry from Charlotte Amalie the capital of St Thomas to West End Tortola. But it is not recommended. It is a longer ride and the last ferry goes earlier in the day.

Can I take a ferry to Road Town instead?

Do not take a ferry to Road Town Tortola that does not stop at West End. Road Town Fast Ferry does not stop at West End so do not use it except if there is no alternative. . Get off all ferries at West End. [West End is also sometimes known as Frenchman's] Only if there is no alternative ferry should you go to Road Town which is much further away from the Sugar Mill.

Alternative route from the USA

Fly to San Juan Puerto Rico [airport code SJU] from any major US hub.

Take a Cape Air [nine seater Cessna] or Seaborne [larger planes] from San Juan to Beef Island Airport Tortola. [Airport code EIS] Flight time about 35 minutes.

From Beef Island take a taxi to Sugar Mill – all taxi drivers know where it is. Journey time is about 35 minutes. Fare is about \$25 per person. We recommend you settle the amount of the fare before leaving the airport. Be aware that taxis are often shared and the taxi may stop at different points along the way so your journey time could be longer.

We offer a private transfer at \$85 one way , \$150 both ways. You can book this as part of the on line booking process.

On 5 star All Inclusive we will meet you at Beef Island Airport with private hotel transport.

From the UK

Fly BA or Virgin to Antigua and take LIAT Airlines to Beef Island Tortola.
<http://www.liat.com>

Recently Heli Air Monaco have begun a flight from Antigua to Beef Island [in a plane not a helicopter].
<http://www.opodo.co.uk/airline/YO/heli-air-monaco/ANU/antigua/EIS/tortola-beef-island/>

BVI Air Link also have flights. Their website is here

http://viairlink.com/welcome/vi-airlink-flyer_001

Take a taxi or private transfer from Beef Island to the hotel as above.

From Europe

Fly from Paris or Amsterdam to St Martin [St Maarten]

Take LIAT <http://www.liat.com> or WinAir <http://www.fly-winair.sx>

to Beef Island Tortola.

Then take a taxi or transfer as above.

A l'hotel on parle Francais.

Can I book on line?

Yes , choose Book Now on the main menu page and go to the bottom of the page. You can pay by credit card with secure processing. We accept Master Card and Visa . We do not take Amex or Diners.

Can I see which rooms are available for my dates?

Yes , use “calendar view” on the “book now “ page. Its right at the bottom

How much deposit do I pay on booking?

We take 50% on booking and the rest is due 30 days before arrival.

Can I book The Sugar Mill on Expedia, Hotels.com etc

No. These sites charge 20-25% commission on bookings. We are able to offer much better value on our all inclusive for example by avoiding paying these high charges

How many rooms are there at the Sugar Mill?

23 rooms in 11 different buildings. Our capacity is 46 people rising to 48 in 2017 when an additional room will open. We can at a pinch accommodate 52 if rollaway beds are used in the lounges of the Poolside suites.

Do all rooms have air conditioning?

Yes

Is there air conditioning in the lounges as well as the bedrooms?

Yes

Are there TV's in the rooms

All rooms have flat screen TVs. Most are Smart TV's connected to the Internet

Are there safes in the rooms?

Yes

Do you have free wi fi in all the rooms.?

Yes.

What amenities are in the rooms?

All rooms have fridges, coffee makers, free tea, coffee and hot chocolate, bottled water, dressing gowns, [robes]

Do all rooms have balconies and sea views?

Yes.

Which rooms have the best sea views?

Rooms in the Plantation House ,141,144,142,143 and the upper floors in the Outlook ,111, 112, 211, 212, 311, 312 have the most panoramic views.

Which rooms are closest to the sea?

Rooms In the Plantation house 141,144,142,143 are closest to the sea about 30 feet . Rooms in the Outlook are furthest from the sea – about 125 yards. The Honeymoon cottage is about 35 yards from the sea, the Villa is about 40 yards from the sea, the Poolside Suites are about 75 yards from the sea.

Which rooms have the biggest balconies?

Plantation house 144,143, Villa 110, All Poolside suites 103,104,105,106 and the Honeymoon Cottage 107 have balconies or terraces big enough for personal loungers. Other balconies have table and chairs. Room 142 has a hammock on the balcony.

Which rooms have outside under the stars stone showers?

Poolside suites 103,104,105 and 106 and honeymoon Cottage 107 have outside showers.

Do you have rooms for 4?

No. But many of our rooms are designed to combine rooms to make 2 bedroom suites that are linked through internal doors or doors on the balconies.

Do you accept children?

Children over 11 are accepted but we do limit the number of children in the hotel at any one time to only a few.

Is there a beach?

Yes the hotel has its own beach. Part of the beach is private to the hotel. As the hotel is isolated from other houses the rest of the beach which has hotel loungers, Apple Cabanas and hammocks is virtually private to the hotel.

How big is the beach?

Overall the beach is about 100 yards long and 15 yards wide.

Is there a bar on the beach?

Yes we have a bar and restaurant directly on the beach.

Is there a pool?

Yes we have a circular freshwater swimming pool surrounded by palm trees. There are loungers around the pool and a help yourself honour bar.

Do you have a gym?

No. But we plan one for 2017

Do you have a SPA ?

Opening late 2016. Further details soon.

Can I book extras like excursions on line?

Yes . After you select your dates and room you will see a list of extras such as excursions and transfers you can select and pay for.

Can I book all inclusive for less than 7 days?

Yes. We offer a daily all inclusive rate that includes all food and drinks. You can add that to your booking on line after you select your room type [and room if you wish] .

What the difference between 5 star all inclusive and daily all inclusive?

You can only book 5 star all inclusive for week long stays and it includes transfers and excursions in the price. Daily all inclusive can be booked for any number of days but does not include transfers and excursions in the price.

Is all the food on the menu including lobster , surf and turf etc available on all inclusive at no extra charge ?

Absolutely. There are no extra charges for any food on any all inclusive plan

Are all the wines on the wine list available at no extra charge on all inclusive?

Our wine list is divided into three sections, House wines, Sommeliers Choice and Indulgence. House and Sommeliers choice wines are available but Indulgence [very expensive] wines are extra as is fine champagne. House and Sommeliers Choice wines are available by the bottle at no extra charge.

Are all cocktails available on all inclusive at no extra charge?

Yes all of our famous cocktails are available to all inclusive guests at no extra charge.

What is the power supply of the hotel?

The hotel runs on the US system of 110 volts and uses US outlets [sockets]

We do have international conversion plugs available

What is the currency of the BVI?

The official currency is the US Dollar. Other currencies are not accepted.