

Frequently Asked Questions

Information about Tortola

<https://www.bvitourism.com/tortola>

<https://en.wikipedia.org/wiki/Tortola>

How do I get to the Sugar Mill ?

A direct flight from Miami [MIA] to Beef Island Tortola [EIS] starts June 2023

See [www. aa.com](http://www.aa.com) for details

From the USA or Canada – other routes

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 - or Charlotte Amalie Ferry Terminal for a ferry to Road Town Tortola

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 or Road Town to Sugar Mill - 10 minutes, \$10 or less per person. Taxis are abundant and everyone knows the Sugar Mill

Note in covid times ferries are only running to Road Town

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

Can I book the ferry in advance?

This varies over time

You can check with the ferry companies

Native Son Ferry

<http://www.nativesonferry.com>

Charlotte Amalie: (340)774-8685

Red Hook: (340)775-3111

West End: (284)495-4617

Road Town: (284)494-5674

Road Town Fast Ferry

www.roadtownfastferry.com

St. Thomas(340) 777-2800

Tortola(284) 494-2323

Reservations(284) 340-39

Smiths Ferry Services

www.smithsferry.com

St Thomas 1 (340)7775 7292

Tortola 1- (284) 499 4454

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 be aware that Road Town Fast Ferry does not stop at West End. The ferry trip is part of your holiday, great views of St John and other islands.

Check out current ferry companies schedules etc at <https://bestofbvi.com/bvi-ferry-schedules/>

Can I take a ferry to Road Town instead?

Yes , if no ferries are available to West End. West end is close to the Sugar Mill – Road Town is a little further away – about a 20 minute taxi ride.

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 Inter Caribbean or Silver Airways [larger planes] from San Juan to Beef Island Airport Tortola. [Airport code EIS] Flight time about 35 minutes.

From Beef Island Airport 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 or our private taxi service.

From the UK

From June 2023 Fly to Miami and take the direct flight – overnight stay in Miami -www.aa.com

You can book a through ticket from the UK to Tortola through American Airlines or BA

or Fly BA or Virgin to Antigua and take Inter Caribbean Airlines to Beef Island Tortola.
<http://www.intercaribbean.com> – same day arrival

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 the hotel 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

As you are here you should book direct, its easier and you have more choice. We are able to offer much better value on our all inclusive for example by avoiding paying their high charges

How many rooms are there at the Sugar Mill?

24 rooms in 11 different buildings. Our capacity is 48 people. 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. 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, ice makers ,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 20 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?

Not yet.

Do you have a SPA ?

Yes we have a full service Spa

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.

Car hire

We can arrange car hire. You can book on line as you book your room or book one you arrive. . [Tel 201] Approximate cost is \$75 per day for mid size car or jeep. The hotel has its own hire cars.

If you want to leave or pick up cars away from the hotel we recommend Advance Car rental. 1-284-499-9997 They will deliver your car and collect it from the hotel , airport or ferry dock at no charge or very reasonable charges.

We drive on the **left**.

What trips etc are available from the Hotel ?

A selection of days out etc is as follows

The Round the island of Tortola tour with de luxe picnic (included with the 5* all inclusive package) for Sugar Mill guests only. A wonderful day touring around Tortola visiting Soper's Hole, Road Town, East end, Beef Island and Trellis bay. Champagne lunch at a wonderful white sand beach and swimming, plus the ridge road and Cane Garden bay, Callwood rum distillery, Stouff's look out. 5-6 hours approximately - \$150 per person.

Day Sail on catamaran or cutter with lunch and drinks served on board – A Day out of the water visiting a selection of destinations (please check with the office to see what destinations are available during your stay). Snorkeling, Swimming and lunch and drinks are served on board the boat. \$175 per person. This is included with the 5* all inclusive package.

Introductory diving course – Learn to dive with a respected BVI dive company. One day \$160 or 3 days diving or introductory course plus two days diving, 3 days of two tank dives. \$300. Prices subject to change

Learn to surf – 4 hour beginners course at Josiahs bay - \$100.

Popular self organized trips

The Baths

The Baths are on Virgin Gorda. To get there take a taxi from the hotel to road town at about 9.30 am. Then catch Speedy's or Sensation ferry from Road Town to Spanish Town then take a taxi to the top of the Baths. Ask the ticket agent at Speedy's to include a taxi to the Baths. The Baths is a walk through large boulders and sea ponds and is not for the very unfit. Speedy's ferry website: www.bviferries.com Ferries also leave from Trellis Bay to the north sound of Virgin Gorda.

Jost van Dyke

Home to Foxy's bar, White bay, Soggy Dollar and the bubbling pool, a natural giant sized Jacuzzi. Take a taxi from the hotel to West end – 8 minutes , then take the ferry , 10 -15 minutes from West End Tortola to Great Harbor JVD. The ferries leave at 8 am,10 am 1 pm, 4 pm and 6 pm Return 7am, 12 pm, 2 pm and 5pm. Web site www.newhorizonferry.com

Norman Island Pirates Bight

Norman Island is Treasure Island in the Robert Louis Stephenson book. Attractions are superb snorkeling, white sand beach, Restaurant and gift shop. The Ferry is free and leaves daily at 10am returning at 3:00pm and 4:30pm from Hannah Bay. (close to Nanny Cay – Cay is pronounced like key)) Take ataxi from the hotel to Hannah bay – about 20 minutes.

Power Boat Rentals

If you would like to rent a power boat and captain for the day. We can help you organize this with a reputable company. Just ask the office.

Points of Interest

Carrot Bay

Our nearest village is Carrot Bay. A typical and unspoiled Caribbean village. Turn right out of the gate and go half a mile or so. There are a couple of local bars and the Shell Museum. Fishermen sell their catch by the pier.

Mount Sage National Park

Mount Sage National Park is a protected area of the British Virgin Islands. It is named after the highest peak of the island of Tortola, Mount Sage. The Mount Sage volcanic peak rises to a height of 1,716 feet, and is thus the highest point in all of the Virgin Islands. The park, which includes the mountain range, extends over an area of 96 acres. The vegetation is of semi-rain forest type. There are many trails for trekking and hiking.

JR O'Neal Botanic Gardens

These elegantly dilapidated 4-acre gardens provide a shady refuge from Road Town's hullabaloo and heat. Benches are set amid indigenous and exotic tropical plants, and there's also a lily pond, a small rainforest, a cactus grove and a herb garden. It's about two blocks north of the town's main roundabout.

Some Tortola Beaches – as well as our own secluded beach the Sugar Mill Cove there are :

Josiah's Bay

An undeveloped gem at the foot of a valley on the north shore, Josiah's Bay is a dramatic strand that has excellent surf with a point break in winter. Many say it offers Tortola's best surfing. A beach bar serves snacks and cold beers. Surf school BVI as a facility on-site from which it rents boards and offers lessons. - about 6 miles from the hotel

Brewers Bay

Shady, tree-lined Brewers has decent snorkeling and a more tranquil scene than you'll find at nearby Cane Garden Bay – possibly because getting here involves a brake-smoking drive down steep switchbacks. - a 10-15 minute drive from the hotel

Cane Garden Bay

Cane Garden Bay is probably on the postcard that drew you to the British Virgin Islands. The gently sloping crescent of sand hosts plenty of beachside bars and water-sports vendors renting kayaks and paddle boards. It's a popular yacht anchorage, and becomes a full-on madhouse when cruise ships arrive in Road Town and shuttle passengers over for the day. It's the island's main party beach, but you can't deny its beauty and good-time vibe. Live bands often rock the bars. A 10 minuter drive.

Smugglers Cove

Near the island's northwestern tip, Smuggler's is a gorgeous patch of sand that is lightly trod compared to its neighbors, as access is via a crazy-narrow, pothole-cratered road. That said, cruise-ship groups do make their way here on occasion. A snack stand sells beer and rents beach chairs. Service can be erratic to say the least. A 10 minute drive or 30 minute walk

Long Bay

Long Bay is an attractive 1-mile stretch of white sand well used by joggers and walkers. This is a nice afternoon walk from the hotel. A 20 minute walk .

Apple Bay

Apple Bay is long and narrow, and is known as the 'surfing beach,' especially from late December to March, when the consistent swells roll in. It's not a traditional beach with lounge chairs, swimming and people.

