

# GUEST INFORMATION

## FROM A TO Z

### ACTIVITIES

Apart from the day and night game drives, we offer a variety of interesting activities to spice up your experience in the beautiful Wildlife & Community Lumo Conservancy. Please find our activities at the end of your guest's information. Your Manager will assist you in case of any clarification. All bookings can be made through reception or your Manager.

### BEVERAGES

Beverages are available in the lounge/dining area, bar and at the sundowner site. Each room is equipped with a minibar, and drinks are charged based on consumption. Some drinks may be included in your stay, but please verify with reception. Your waiter will provide you with a voucher or receipt for all drinks consumed daily. Kindly sign this and indicate your room number. You will receive your final bill at the end of your stay, just before departure, and settle it at reception. Complimentary mineral water, coffee, and tea are provided in your room, along with cookies or snacks for your enjoyment.

### BINOCULARS

To enrich your game-viewing experience, we provide each room with a pair of binoculars upon arrival. Please handle them with care and return them in good condition to our reception desk upon check-out.

### CHECK-IN/CHECK-OUT

Check-in is from 12:00 p.m. (noon), and check-out from your room is at 10:00 a.m. Please return the key at the reception when you check out.

### CHILDREN

Children under 10 years of age must be supervised by a parent or adult at all times. Parents or guardians are responsible for their children's safety, as **Soroi Lions Bluff Lodge** cannot be held liable for any accidents or incidents. Please inquire at reception about our children's activities.

### COMMUNITY BED NIGHT FEES

As part of our commitment to responsible tourism, we partner with the local community. A bed night fee, included in your stay, is remitted to them monthly.

### DRINKING WATER

Filtered water is provided throughout your stay, with water dispensers available at the bar and in all rooms. We kindly ask that you use our filtered water for brushing your teeth and making tea or coffee.

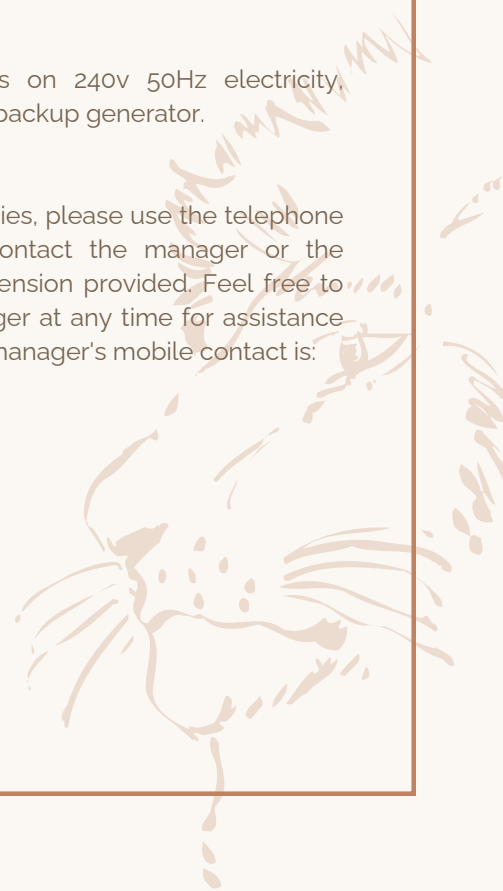
### ELECTRICITY

The lodge operates on 240v 50Hz electricity, supplemented by a backup generator.

### EMERGENCIES

In case of emergencies, please use the telephone in your room to contact the manager or the reception at the extension provided. Feel free to approach the manager at any time for assistance or clarification. The manager's mobile contact is:

**+254 748 598 415**



## ENVIRONMENTAL RESPONSIBILITY

**Soroi Lions Bluff Lodge** is committed to eco-friendly practices, utilizing local materials wherever possible. We have engaged local craftsmen and artisans for our furniture, primarily using Mango, Teak, and Olive wood.

## GAME PACKAGE

All game drives are conducted in our custom-built 4x4 safari Land cruisers, accompanied by English-speaking driver guides for clients who have booked a game package. Please note that vehicles may be shared with other clients and operate on a scheduled basis. For exclusive vehicle use, please book in advance if possible. Please refer to your extra activities information for details

- **Morning Game Drive:** 6:30 am (picnic breakfast available or breakfast at the lodge until 10:00 am)
- **Afternoon Game Drive:** 4:00 pm to 6:30 pm
- **Night Game Drive:** Available daily from 8:30 pm to 10:00 pm.

## INTERNET

Complimentary Wi-Fi is available throughout the lodge (password: **Lumo@2021**).

## LAUNDRY

Each bathroom is equipped with a laundry basket. Please leave your laundry items before leaving for your morning game drive or breakfast. We aim to return your items promptly, typically within 24 hours.

## LODGE FIREPLACE

Join us in front of the cozy lodge fireplace from 6:30 pm onwards, located at the poolside and in our lounge. Relax and reminisce over the day's adventures while enjoying our delicious cocktails and homemade appetizers.

## Mini-Bar in Your Room

Every room is equipped with a mini-bar. Drinks are charged based on consumption unless included in your package. If you have specific drink preferences, please inform reception or your room steward, and we will be happy to accommodate your request.

## MEDICAL EMERGENCIES/DISEASES

In the event of a medical emergency or if you require assistance, please report to the Lodge Manager immediately on +254 748 598 415. The nearest hospital is located in Mwatate, approximately 16 kilometers from the lodge, with a larger hospital in Voi, a 50-minute drive away. For emergencies, we can arrange a flight to Nairobi during daylight hours. If you have Flying Doctor's Evacuation insurance, this cost will be covered.

## MEALS

All meals are served in the main dining area indoors or outdoors, weather permitting, by the poolside, or in the privacy of your room upon request.

- **Breakfast: 6:30 am - 10:00 am**
- **Lunch: 1:00 pm - 2:30 pm**
- **Dinner: 7:30 pm - 9:00 pm**

Extra meals are available for direct purchase and charged as follows:

- Extra Lunch: USD 40 per adult
- Packed Lunch: USD 30 per adult

If you have any dietary requirements, please inform the Lodge Manager, and we will gladly accommodate your needs.

## PAYMENT FOR EXTRAS

We accept credit cards such as Visa, Mastercard, and Mpesa (Kenya Shillings). Please note that Traveller Cheques and American Express are not accepted.

## PICNIC BREAKFAST/LUNCH

Kindly inform your guide the day or evening before if you wish to have a picnic breakfast or lunch the next day. Our kitchen will then prepare it in advance.

## PROCEDURE IN CASE OF FIRE - CLIENTS

In case of fire:

- Exit the room immediately and move to a clear area. Do not stop to pick up personal belongings or attempt to salvage anything.
- Report any fire to a staff member immediately.
- Proceed to the assembly point at camp entrance for a head count.
- Do not re-enter until it has been declared safe by management.

### SAFETY & SURROUNDINGS

The property is not fenced, so stay alert. Our guards patrol 24/7, avoid going out alone at night due to the presence of wildlife. During daylight, you can safely move between your room, dining area, lounge, and pool. After dark, a watchman will escort you. Don't walk unaccompanied. Soroï Lions Bluff Lodge isn't liable if you disregard these guidelines. Should you require assistance contact the reception.

### SHOWERS

Each room has an indoor and outdoor shower. Hot water is available from 6 to 9 am and from 6 to 9 pm or on request by calling the reception. A stainless steel bucket is provided to collect cold water while waiting for the hot water. Our room stewards will use this water for cleaning and watering plants.

### SMOKING

Smoking is prohibited in public areas by Kenyan law. Designated smoking zones are available, or you may smoke outside your room. Smoking inside your room poses a fire hazard.

### SWIMMING POOL

Our infinity pool is accessible from 8 am to 7 pm and guests may use it without a lifeguard on duty. Children must be accompanied by parents or guardians at all times.

### TOWELS/ BATHROBES / SLIPPERS

To indicate that you want your towels washed, simply place them on the floor. If you prefer to reuse them, kindly hang them on the rack to help us conserve water. Bathrobes are provided for your comfort, and if you wish to take one home, they are available for purchase at the shop in various colors. Our disposable slippers ensure fresh comfort.

### TIPS

While tipping is not mandatory, you are welcome to tip any staff member personally if you find their service exceptional. Alternatively, we recommend placing your tip in the tipping box at reception, which will be shared equally among the entire **Soroï Lions Bluff Lodge** Service Team (excluding your driver/guide). Our general recommendation for tipping the entire staff is **Ksh. 700 (USD. 7)** per guest per day. Please tip your driver/guide on the last day only. We emphasize that tipping is entirely at your discretion and should only be done if you are satisfied with the service provided.

### TEA & COFFEE

Complimentary tea and coffee are available all day for guests. Help yourself at the coffee/tea station in the main restaurant/lounge or in your room. Cappuccino and espresso can be ordered at the main bar.

### TURN DOWN

We provide turndown service, including hot water bottles at night. If you need extra bottles, just let us know.

### VALUABLES

A safe is provided in each room for your valuables. The lodge isn't responsible for any stolen/lost items. We recommend using the safe throughout your stay.

### WAKE-UP CALL

Please communicate your preferred wake-up call time to the reception or room steward, and our team will ensure it is arranged accordingly.

### WELLNESS & MASSAGE

Choose from a variety of wellness treatments, including stress-relieving, holistic massages, and homemade natural body scrubs. To book a treatment, please contact reception, and our therapist will arrange a private spa corner in the tranquillity of your room.

### YOGA MAT

Each room has 2 yoga mats at your disposal. Kindly take good care of them after use.

