

Frequently Asked Questions : Bunyonyi Safaris Resort

Where is lake Bunyonyi ?

Lake Bunyonyi is located 8km from Kabale Town, in South West Uganda.

It is visible on google maps along the Kabale-Kachwekano road, that branches off the Kabale Kisoro highway.

How do I get there ?

Transfer by road is the most common way of traveling to Lake Bunyonyi. Buses such as ... travel from Kampala to Kabale, from Kabale town you can get a special hire taxi to continue towards Lake Bunyonyi.

You can also travel by private car, using the Masaka – Mbarara – Kabale route. Continue through Kabale towards Kisoro and look out for Lake Bunyonyi sign posts at the outskirts of town, that indicate the left turn branching off the main road.

Do you organize transport & at what cost ?

We can organize transport in a private vehicle for your travel to lake Bunyonyi. Pick up from Kampala or Entebbe.

Number of People	Vehicle Type	Car Hire Per Day
1 – 6 pax	Safari Landcruiser	200,000
6 – 20 pax	Coaster Bus	400,000

Fuel cost depends on the kilometers covered, and is directly paid for by the client. Bellow is an approximation of fuel costs:

Transfer Route	KM	Approx Cost
Kampala – Kabale	407 km	500,000
Entebbe – Kabale	439 km	600,000
Kigali – Kabale	113 km	200,000

Please note that you burn more fuel as you begin to climb the hills into the highlands from Mbarara onwards. This contributes to higher fuel budget.

What activities can I do there ?

Lake Bunyonyi is ideal for the nature lovers, and most activities are based outdoor.

- Nature Walks
- Community Village Walks
- Bird watching tours
- Boat Rides & Canoe Rides to view Islands

- Mountain Cycling
- Football
- Volleyball
- Lawn Tennis
- Table Tennis
- Badminton
- Board games eg. Cards, Chess

Excursions to game parks can be arranged with prior booking eg. Gorilla Trekking at Bwindi Forest & Game viewing at Queen Elizabeth National Park.

Hotel Facilities for Relaxation:

- Steam & Sauna
- Massage (prior booking needed)
- Gym
- Swimming in the lake
- Tree platform view point
- Hilltop Gardens recreational center

What time is Check in & Check Out ?

Check in : Midday till late

Check out : 10am

Due to the long travel time, we allow late check in.

Do you offer Day Rooms ?

If you would like a room for the day but not over night, we can offer you a room or cottage at half price, with check out by 5pm.

My bathroom heater is not working, how can I access hot water for a shower?

- *Switch on the heater 5 minutes in advance before you get ready for your shower. Heater capacity can provide approximately 15 minute hot shower.*
- *Turn on the Hot Water faucet and adjust the temperature between the Hot and Cold settings.*
- *As you lather up or brush your teeth, remember to turn off the water to ensure that you finish your shower in a warm comfortable way.*
- *Once the water begins to turn cold, turn off the water and heater. Switch on the heater again to restart the heating process for the next person.*

Dial 100 for further assistance from reception.

My bed / room is very cold, what can I do to warm up ?

Our duvets are designed to retain body heat, which gradually warms the bed . However if you wish to have your bed pre warmed, we have hot water bottles available upon request. Please inform the front desk in advance and one shall be delivered to you by 8pm, and collected again in the morning. Please note we only supply 1 hot water bottle per bed. You may also request for extra beddings.

Tip: Visit the Sauna to warm up before bed, this helps boost body temperature making for a more comfortable night.

What type of food do you serve on your menu?

We serve a variety of local Ugandan food and continental cuisine, using fresh ingredients. Our chefs try to work with the fruit and vegetables in season to create healthy and wholesome meals for you.

If you have a special request, eg. Indian dishes, please inform us so we can cater to your taste.

Meals are usually served as buffet, however a la carte menu's are available to order from.

What are the meal times?

Breakfast – 7am to 9am

Lunch – 1 am to 2 pm

Dinner – 7 pm to 9 pm

If you have an early morning, (eg for those with Gorilla trekking tours) please inform us at the reception, so we can cater for early breakfast, or late dinner. If you are spending a day out on tour, and are booked on full board, we can also provide a packed lunch for you.

How can I access Wifi ?

Please request for an internet voucher from the reception. Internet vouchers are valid for 24 hours.

What time does the bar close?

Bar staff take shifts up until 2am, if guests would like to stay at the bar beyond this time, staff will be on stand by until they are ready to retire for the night.

Do you provide room service?

You may order room service by dialing 100 from the phone in the room. For menu options please visit our restaurant. Restaurant is open daily from 7am to 9pm.

Is there a Swimming pool ?

We do not have a swimming pool at the hotel, however if you are a confident swimmer, you may swim in the lake, as it is bilharzia free. Swimming in the lake is at your own risk, as we do not have a life guard on duty.

What can I do incase of medical emergency?

Report immediately to the reception. We have a first aid kit for small cuts & bruises, and a doctor is on call in case of big emergencies. Special medication can be sent for in the nearby town, at a small delivery cost, and a hotel vehicle is on standby in the case someone need to be taken to the hospital immediately.

Where can I buy Souvenirs?

There is a shelf at the reception lobby with some small crafts for sale, please enquire at the hotel for their rates. For a bigger variety, there are some small crafts shops around the trading center, the reception staff can direct you towards. Please carry loose change in local currency to ease transactions.

Are my valuables safe in the rooms?

Our housekeeping staff are trained in respecting personal property of others, however guests should remain mindful of their belongings. Each room contains a stay deposit box in the wardrobes for safekeeping of valuables. You can also keep your valuables in your suitcase, and keep it locked, to avoid any incidences of lost or stolen items.

My room has not been cleaned , how do I request for housekeeping service ?

If you wish to have your room cleaned daily during your stay, remember to leave your key at the reception desk before breakfast or when you leave your room. If you retain your room key we take that as a sign that you do not wish to have your room cleaned that day.

Do you offer laundry services in case I have an item that needs washing ?

We offer laundry services for our guests. You may find the rates and order form in your wardrobe, or you can request for a laundry form from the reception. Fill in the laundry form and place it with your clothes in the bag provided in the wardrobe. Inform the reception of your laundry by dialing 100 and housekeeping staff will collect it. Laundry charges will be put on your bill, to be cleared before check out. Allow a minimum of 24 hours before delivery of your laundry.

I need to buy a personal item from town, do you offer delivery services ?

We can send a boda boda (motorcycle taxi) into town to purchase your personal items. A delivery fee will be charged. Please inquire from the hotel reception.

Am I allowed to carry outside food and drink into the hotel?

No outside food and alcoholic drinks is allowed into the hotel, as these items can be bought from the hotel. If you wish to bring in your own food or alcoholic beverages that the hotel does not supply, please inform the reception, and a cover fee will be charged in order for you to bring in your own food and beverages.

I lost my room key, how do I access the hotel room?

Please report the lost key to the reception. A fee will be charged for the loss or damage of the key. A spare key will be issued to use during the remainder of your stay.

I forgot to return my room key at the reception after check out, how can I return the key ?

If you have the key but forgot to return it upon check out, please deliver it or have it sent to the head offices in Kampala, located at Crusader House, Portal Avenue, Kampala Central Business District. No loss or damage fee will be charged if the key is intact.

I forgot my belongings in my room after check out, how can I collect my forgotten item ?

Please send an email to hotel@bunyonvisafaris.com specifying the forgotten items, room number and clarify date of check out. If items are found, they shall be send to our head office in Kampala where you can collect them. Do not forget to include your phone contacts so you are updated when to collect your items once they arrive in Kampala.

Do you offer babysitting services, if I want to leave my children behind at the hotel during an outdoor activity?

We do not offer babysitting services for very young children, families who wish to spend time from their children are advised to come along with their nanny or children's caretaker.

Where can I exchange money ?

The closest exchange bureau is in kabala town, we do not accept any other currency besides USD and UGX. Please enquire at the reception for directions or for transportation into town.