

Welcome to Bunyonyi Safaris Resort

Please use this pack as a **reference guide** during your stay with us. It contains useful information about our facilities, activities, services and safety procedures. You will find the answers to many of your questions within this pack, however please feel free to contact the reception if anything is unclear for a quick response. We hope you enjoy your experience at Bunyonyi Safaris Resort.

If you require assistance, please dial 100 for the Reception

Hot Showers

Water is our most important resource. Please be mindful on how you use it by following these tips;

- 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.

* Please do not drink water directly from the tap in Uganda, it is not safe for consumption without boiling.

Pre Warmed Bed

With the chilly Kabale weather, nothing beats the feeling of retiring to a warm bed. 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.

Laundry Services

We offer laundry services for our guests. You may find the rates and order form in your wardrobe. Please follow the instructions bellow;

- Fill in the laundry form attached, 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.

Room Cleaning

Please **remember to leave your key at the reception desk before breakfast or when you leave your room** for room cleaning. If you retain your room key we take that as a sign that you do not wish to have your room cleaned that day.

Reusing towels saves water and means fewer detergents pollute our lakes and rivers.

- Willing to use your towels? Hang them on the rack
- Want your towels replaced? Leave them on the floor

- Want your bed sheets changed? Place the card provided on your pillow
- Want your bed made without changing the sheets? Leave the bed unmade

We all have our part to play in protecting our resources. With mindful usage, together we can achieve a cleaner world!

Safe Instructions

Each room contains a safety deposit box in the wardrobes, for safekeeping of valuables. Upon check in you should find the safe open, if it is closed please contact the reception and housekeeping will be able to reset it for you. Follow the instructions below to set your security code:

- Open the safe door and press the red button located behind the safe door along the hinge side.
- A yellow light will flash on, and you have 30 seconds to input your security code on the number pad. Your code can be 3 – 8 digits long. Press “A” to finish.
- Close the door and turn the safe door knob to lock.
- To open the safe, input your security code, and turn the safe door knob to open.

If you have forgotten your code and input the wrong code, the yellow light will beep, and safe door remains closed. Please contact reception to assist you in resetting the security code.

Access to Facilities

- Health Club (Sauna, Steam & Gym) - are free to use for all hotel guests.
- Massage – Available on request for a fee. Bookings advised.
- Internet – All rooms and gardens have access. Ask for password at reception.
- Sports & games – Football pitch, table tennis, lawn tennis, board games, darts, basketball, pool etc.
- Activities (boat rides, bicycles, motor bikes, tour guides) – available at a fee.
- Hilltop Sports Center - a short walking distance away is also feely accessible. Has the best view of the lake and surrounding areas.

For details on activities and tours please review our website: www.bunyonyisafarisresort.com.

Room Service

Our restaurant is open daily from 7am to 9pm. If you wish to have an early breakfast please inform the front desk the night before.

You may only order food from the snacks menu provided to your room by dialing 100. For more menu options please visit our restaurant. Room service attracts a small fee.

All room service orders will be added to your bill and need to be paid for before check out.

Bottled water is supplied to each room for the first night. Please don't drink water directly from the tap, it is not safe for consumption. You can order for more water from our bars.

Fire Safety Procedure

For your own safety in case of emergency, please take time to read and understand the safety procedure instructions:

- Leave the hotel as quickly as possible using the emergency exits
- Do not take any luggage with you, it will slow you down and obstruct quick exit
- Follow the instructions given by staff and assemble at the indicated spot set by the staff
- Stay a safe distance from the building, as you wait to be evacuated

Meals

- Breakfast is often served at the Roof Terrace Dining for groups of more than 10 people. For smaller groups we use the Garden Dining. It can also be served to your room at a small extra fee. The cottages and some rooms have balconies and dining areas.
- Lunch and dinner may be served in the Main Dining Hall or Waterfront Gardens. The information is normally posted at the reception board.
- The Reception Café, located just opposite the reception is open till late. It serves specialty coffee, tea chocolate and juice cocktails.
- There's an Outdoor Kitchen specializing in pizzas, pasta and pastries in the gardens.
- There is a self-catering kitchen option at the Hilltop for groups of more than 5. For smaller groups the outdoor kitchen can be used. A fee is charged is self-catering.
- We do not allow drinks and food from outside unless on prior arrangement. A penalty will apply if found with such items.
- We normally have a menu of the day posted at our board at the reception. Should you wish to order from our menu, please order for your meals well in advance and mention time you want to be served. Meals normally take 20 to 40 minutes depending on what's ordered.

Useful Contacts

- Medical Issues: Dr Mateeka (Rugarama Hospital) – 0782-570-607
- House Keeping issues: 0784-828-272 or 0770-690-031
- Hotel Manager – 0751-199-9341
- Reception – 0706-485-538 or dial 100 from the intercom

For more information on activities and facilities please visit our website www.bunyonyisafarisresort.com. And like our face book page: www.bunyonyisafarisresort/facebook.

Please review us on google business or trip advisor and get a feedback form at the reception to advise us on how we on improve our services.