

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 deck or site. 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.

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 **Cheetah tented camp** cannot be held liable for any accidents or incidents. Please ask the manager 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 for their benefit.

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.

ELECTRICITY

The camp 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 at the extension provided. Feel free to approach the manager at any time for assistance or clarification. The manager's mobile contact is: **+254 714 882003**

ENVIRONMENTAL RESPONSIBILITY

Cheetah tented camp 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 Landcruisers, accompanied by English-speaking driver-guides for clients who have booked a game package.



EMERGENCIES

In the event of an emergency, please use the hand radio in your room to call the Manager. Feel free to approach the Manager at all times in case of any issue that requires attention or clarification.

The Manager's Mobile Contact is:

+254 714 882 003

ENVIRONMENTAL RESPONSIBILITY:

Soroi Cheetah Tented Camp is an eco-friendly Camp, made from local materials where possible. We have engaged local craftsmen & artisans for our furniture. Please do not dispose of any sanitary towels in the toilet but use the brown bags that are supplied in our toiletry basket.

GAME PACKAGE

For clients who have booked a game package, all game drives are performed in our safari Land cruisers. Please note that the vehicle will be shared with other clients and is on a schedule. Should you require the exclusive use of the vehicle please book it in advance if possible. Kindly check your extra activities info.

MORNING GAME DRIVE

6.30 am. (picnic breakfast available or breakfast at the lodge up to 10 am)

Afternoon Game Drive: 4.00 pm until 6.30 pm.

Night game drive: Available daily between 8:30 pm – 10:00 pm. Book at the reception or with the manager.

INTERNET

There is complimentary Wi-Fi throughout the camp (password **Lumo@2021**)

LAUNDRY

A laundry basket is placed in each bathroom. Please leave your laundry items, before you leave for your morning game drive or breakfast. We shall return your items as soon as possible. (usually within 24 hours)

MEDICAL EMERGENCIES/DISEASES

Kindly report to the Camp Manager immediately if you require medical attention or assistance. The nearest hospital is in Mwatate which is about 16kms from the lodge and a bigger hospital in Voi which is about 40 minutes drive from the camp.

In case of any emergency, we can organize a flight to Nairobi. (only during the day, not at night as planes cannot land on bush airstrips in the middle of the night). If you have Flying Doctor's Evacuation insurance, this cost will be covered. Please let the Camp Manager know right away if you need medical help. The closest hospital is in Mwatate, about 16 kilometers away, or there's a larger hospital in Voi, a 40-minute drive from here. If it's urgent, we can arrange a flight to Nairobi, but only during the day because planes can't land on bush airstrips at night. If you have Flying Doctor's Evacuation insurance, they'll cover the cost.

MEALS

All meals are served in the main dining area or the privacy of your room (on 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 payable directly & charged as follows:

Extra Lunch **USD 40** per adult

Packed Lunch **USD 30** per adult

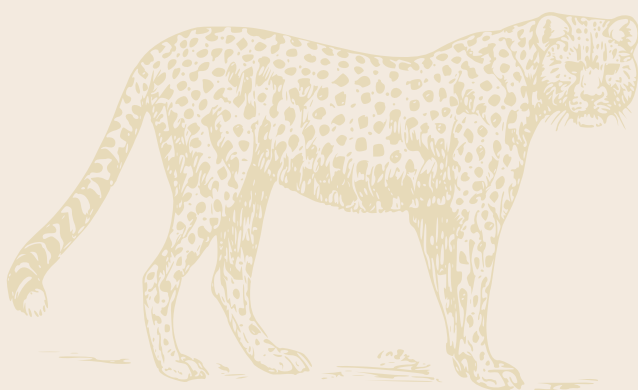
If you have any special requirements please inform the camp Manager, we are happy to cater to all your dietary needs.

PAYMENT FOR EXTRAS

Please note that we accept credit cards such as Visa, Mastercard, or M-pesa (Kenya Shillings). Traveller Cheques and American Express are not accepted.

PICNIC BREAKFAST/LUNCH

Kindly inform your guide the day evening before you would like to go out with a picnic breakfast or lunch for the next day. The kitchen can then prepare it in good time. Please remember to tell your guide the evening before if you'd like to have a picnic breakfast or lunch the next day. This way, the kitchen can prepare it in advance.



PROCEDURE IN CASE OF FIRE - CLIENTS

In case of fire:

- Exit the tent 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

Please note that **Soroi Cheetah Tented Camp** is NOT fenced, hence vigilance is recommended. Our guards, patrol the camp 24 hrs. Do not wander out of the premises alone at night, as you are surrounded by wild animals. During the day, it is perfectly safe to leave your room and walk to the dining, lounge. At night, we have allocated an askari (watchman) who will accompany you to the dining/lounge & again back to your room. **Soroi Cheetah Tented Camp** will not accept any liability if you disregard these guidelines. Please contact the reception or the manager should you require any assistance.

SHOWERS

Hot water is available from 6 am to 9 am and from 6 pm to 9 pm or on request to your room steward. 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 in public areas is not permitted by law in Kenya. You can smoke in our designated smoking zones or outside your room. Please do not smoke inside your room as this is a fire hazard. In Kenya, it's against the law to smoke in public places. You're allowed to smoke only in designated areas or outside your room. Please avoid smoking inside your room to prevent the risk of fire.

TIPS

You are free to tip any member of staff personally if you find their services outstanding. Overall, we recommend that you place your tip in the tipping box at the reception.

The contents of the box will be shared equally by the entire **Soroi Cheetah Tented Camp** Service Team (except for your driver/guide) our recommendation in general for the entire staff is **KSH. 700/- (USD. 7)** per guest per day.

Kindly tip your driver/guide only on the last day. We would like to stress that tipping is not mandatory and should only be done if you are happy with our services provided.

TEA & COFFEE

Available for all resident guests, all day long at no extra cost. Please feel free to help yourself from our coffee/tea station in the main lounge. Our coffee/tea station in the main lounge is open to all guests staying with us, all day at no extra cost.

TURNDOWN SERVICES

Turndown services are provided, including the provision of hot water bottles at night. If you require extra bottles, please do not hesitate to inform us.

VALUABLES

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

WAKE-UP CALL

Our room steward will check with you every evening on your preferred wake-up call time.

WELLNESS & MASSAGE

Choose from a variety of wellness treatments ranging from Stress-relieving massages and foot and Reflexology to homemade natural body scrubs. Book through the reception and our therapist will set up a private SPA corner in the tranquillity of your room.

