



Brochure

Overview

The Palm River Hotel is a 5-star property offering 73 rooms of unparalleled luxury situated along the banks of the iconic Zambezi River, among towering indigenous trees and only 4 kilometres from Africa's Natural World Wonder, Victoria Falls.

Location

Conveniently located just 5 minutes' drive from Victoria Falls town centre, the hotel introduces a new dimension of luxury without compromising a sense of home comfort. Vast and unimpeded views of the Zambezi River are complimented by surrounding indigenous flora that encompass a tranquil, peaceful, and private sanctuary, placed within a convenient and central location in Victoria Falls.



Style

Inspired by the traditional East-Coast Australian design style of the Queenslander, the Palm River Hotel provides guests with every modern convenience to make their stay as comfortable as possible while maintaining the old-world charm that is the essence of Victoria Falls. The innovative blend of the traditional Queenslander style and the unique landscape of the upper Zambezi River has resulted in a brand new and distinctive landmark for Victoria Falls.

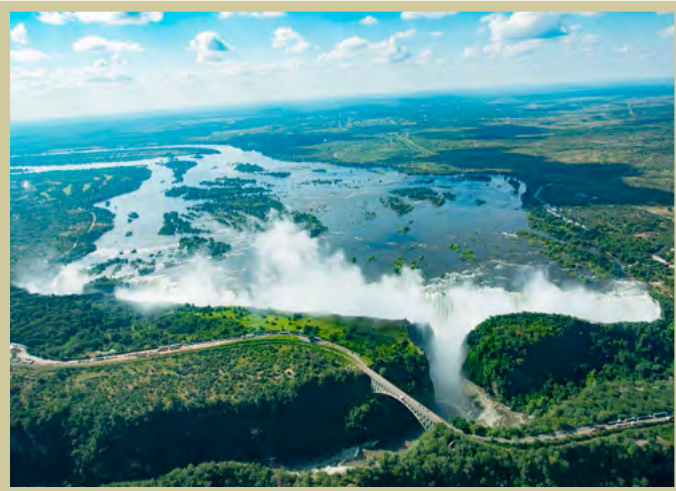


Appeal

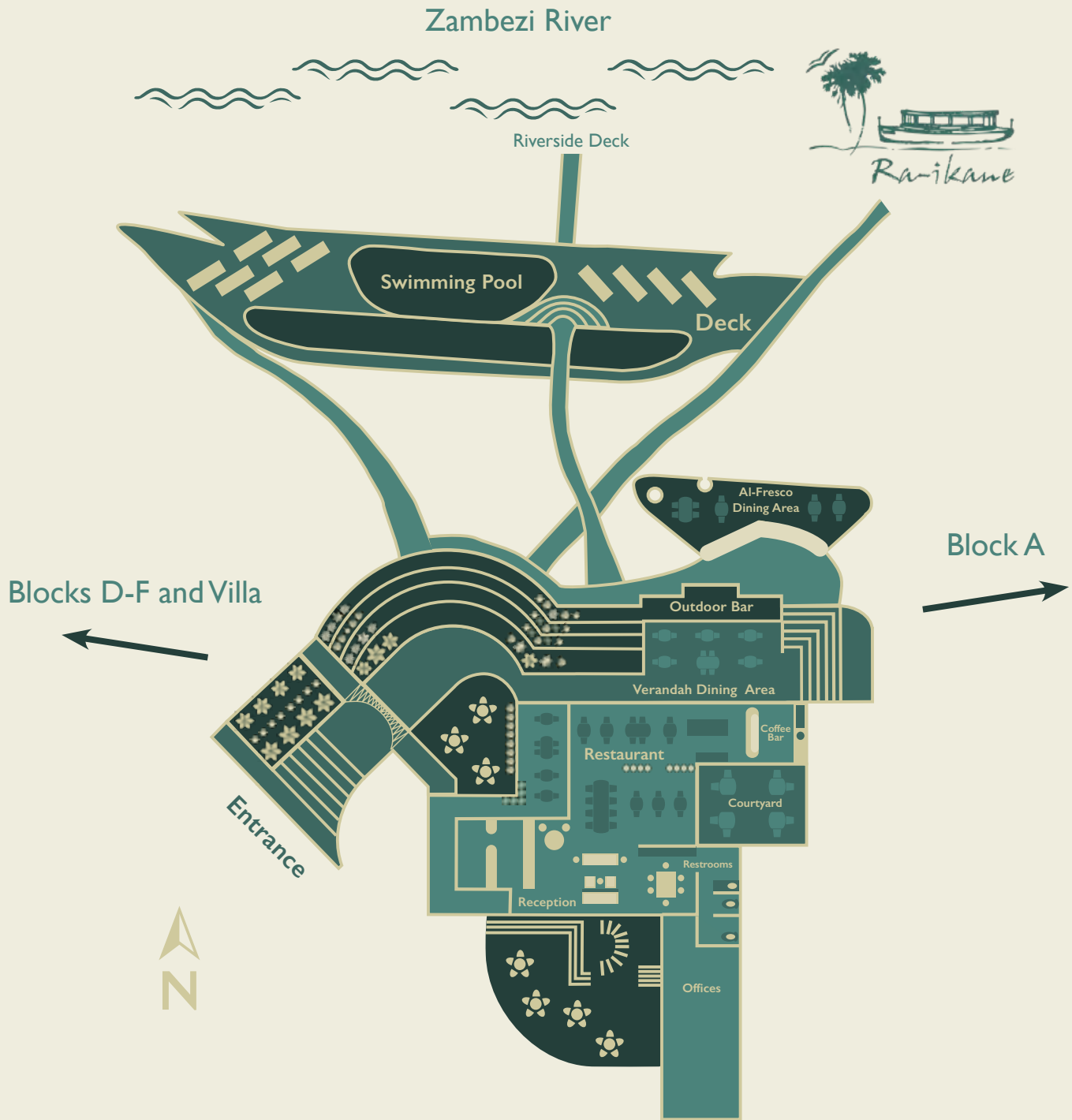
The Palm River Hotel offers the discerning traveler 5-star luxury accommodation with easy access to explore Africa's Natural World Wonder of Victoria Falls, enjoy a plethora of activities on offer within the historical town of Victoria Falls or soak in the magic of the Zambezi River while experiencing the abundant wildlife and birdlife that inhabit the destination.

Background

The Palm River Hotel is another development by the family-run Palm Hospitality Group (Pvt) Ltd. owners of Ilala Lodge Hotel. Both hotels are ideally situated within minutes of Africa's Natural World Wonder, Victoria Falls in the heart of the popular tourist destination of Victoria Falls town, in Zimbabwe.



The Hotel



Gymnasium

The spacious gym offers a fresh and airy place in which to maintain wellness goals, while surrounded by natural bushveld. Equipment options include a 3-station multi-gym weights machine, an elliptical trainer, stationary bikes, rowing machines, yoga equipment, free weights and more. The gym is positioned next to the hotel entrance offering views of the natural surroundings and the hotel's Victoria Falls bridge replica entrance feature.

Beauty Spa

Unwind and relax, in the hotel's luxurious spa, with tranquil views of the Zambezi River. The spa's offerings include a variety of aromatherapy treatments inspired by the natural surrounds, soothing massages and beauty treatments such as manicures and pedicures.


Swimming Pool

A 34m infinity pool in the foreground of the main area merges with the horizon and offers a cool oasis under the shade of towering trees. At night the pool area transforms into a starlit wonderland, with the use of cleverly illuminated pebbles and lighting.

Tours and Activities Desk


From game viewing to helicopter flights, and river cruises to historical tours of the vibrant town, there is much to see and do in Victoria Falls. The tours and activities desk offers an invaluable information asset to help guests plan their stay and book their activities inhouse.


 Safe Parking

 Complimentary Porter Service


 24h Concierge

 Tours and Activities Desk

 3 Swimming Pools

 Complimentary Welcome Drink

 Beauty Spa

 Bar and Restaurant
(with Riverside View)

 AI Fresco Dining

 Complimentary Shuttle to Victoria Falls



Conferencing and Event Facilities

Spacious and privately appointed, the Palm River Hotel conferencing suite feature panoramic views and fully serviced amenities, offering convenience and flexibility for conferences, meetings, small events and gatherings of up to 14 pax.

Victoria Falls Town Shuttle

A complimentary shuttle bus runs on a regular basis throughout the day transporting guests between The Palm River Hotel and Victoria Falls Town, stopping at the key landmarks for guests' convenience: the Victoria Falls Rainforest, Ilala Lodge Hotel and the various craft markets.

Curio Shop

Discover a diverse in-house gift shop located near reception, complete with a colourful array of gift items. From locally designed garments to elevate guest wardrobes, to luxurious hand-crafted silverware, and recycled aluminium bowls and servers, all locally sourced. Our shop products have been carefully sourced to fit perfectly into luggage to ensure guests can take home as a memorable token of their time in Victoria Falls.



Dining

Restaurant

A large al fresco dining area under a canopy of trees offers an à la carte restaurant serving breakfast, lunch and dinner to hotel guests and day visitors. Its position offers stunning garden views sweeping down and out onto the flowing waters of the Zambezi River. The cuisine reflects the natural setting, using fresh, local ingredients to create unique fusion fare. The restaurant also offers in-room dining.

Outdoor Bar

Set under a canopy of trees in the main area, the outdoor bar serves a selection of local and imported beverages, wines, cocktails, speciality coffees and fresh fruit juices daily from 10 am to 10 pm.

Daily Afternoon Tea

Included in their stay, guests can enjoy complimentary daily afternoon tea between 3.30 pm and 4.30 pm. This includes a variety of sweet treats, teas and coffees served near the restaurant and offering a relaxing Zambezi River view.

Riverside Dining

The Riverside Dining Experience offers hotel guests authentic African-style barbeque dining, within an unparalleled setting on the Zambezi River. Under a twinkling canopy of stars, and illuminated by lanterns, guests are treated to an authentic barbeque-style dinner, perfectly positioned within the hotel's lush gardens, alongside the palm-fringed banks of the tranquil and serene river.

The experience takes place between 18h00 and 20h30 and is available to all in-house guests of the Palm River Hotel and Ilala Lodge Hotel throughout the year, weather conditions permitting. The event includes a 3-course barbeque dinner, a welcome drink, return transfers return transfers for Ilala Lodge Hotel guests and local entertainment.

The experience can also be booked as a group activity available to guests from external hotels. Please enquire for more details on group bookings. Advanced reservations for the Riverside Dining Experience are essential.



Victoria Falls

Ra-Ikane River Cruise

The luxury Ra-Ikane River Cruise offers breakfast, birdwatching, lunch and sunset cruises on the Zambezi River.

The cruises follow a circular route around the river islands to provide guests with a panoramic view of the upper Zambezi River and the wildlife and birdlife available.

Each Ra-Ikane boat has its own crew, made up of a friendly and knowledgeable captain, guide and waiter to ensure a tranquil and memorable experience on board.

Adventure

Victoria Falls is deemed 'Africa's Adventure Capital' delivering everything from helicopter flights above the Falls, highwire activities over the 120m gorges or white-water rafting the rapids beyond the World Wonder, Victoria Falls waterfall. Adventure also awaits in the 5 National Parks located within 100km of Victoria Falls, offering unmatched game viewing in untouched wilderness areas.

Historical

Discover the rich history of Victoria Falls, from a pre-colonial era and traditional African heritage, through to the early pioneers, explorers and missionaries such as Dr David Livingstone, who journeyed to the Victoria Falls, and ignited the first international interest to the area, over 200 years ago.



The Rooms

Design

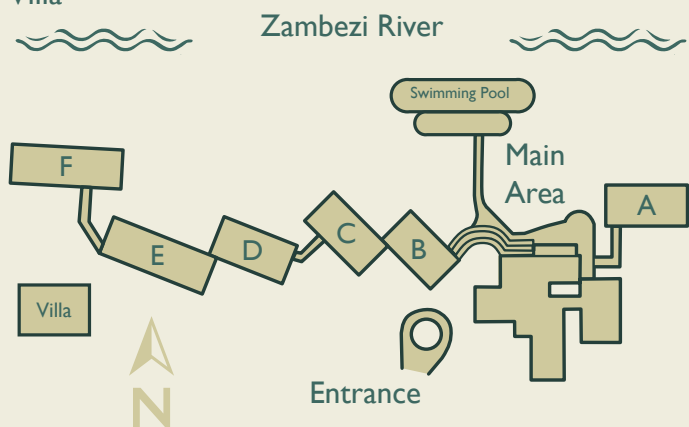
Elegantly appointed with comfort and space in mind, the interior design of the rooms is focused on bringing the outside in, with the stylish use of natural tones, locally sourced raw materials, natural woods, materials and artwork reflective of local artisans.

The tastefully modern Queenslander style is reflected on the inside as well as the outside, and introduces a new dimension of luxury, providing guests with every modern convenience to make their stay as comfortable as possible while maintaining the old-world charm that is the essence of Victoria Falls.

The well placed rooms all offer expansive views of the riverside garden from the bedroom balcony, allowing guests to feel up close and personal with the mighty Zambezi River, even from within the comfort of their rooms.

The Palm River Hotel has a total of 73 rooms and suites spread over seven blocks:

- A - Acacia
- B - Baobab
- C - Combretum
- D - Duiker-Berry
- E - Ebony
- F - Fig
- Villa



International & USB charging points



Complimentary WiFi



Minibar



Satellite Television



Private river facing balcony or verandah



Air Conditioning



Ceiling Fan



Digital Safe



Tea and coffee making facilities



Hair dryer



Writing desk



Spacious wardrobe



Luggage storage



Daily serviced rooms and evening turndown



High quality beds and linen



Laundry Service



Water efficient showers



In room Dining

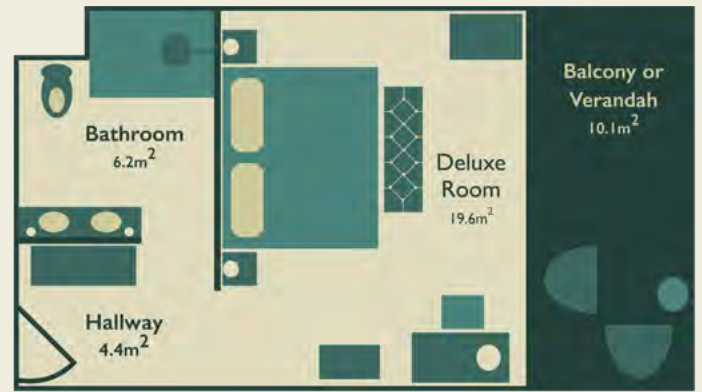
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Deluxe Rooms

Well-appointed with modern international 5-star hotel furnishings, all Deluxe Rooms include a private balcony where guests can enjoy views of the Zambezi River and the gardens.

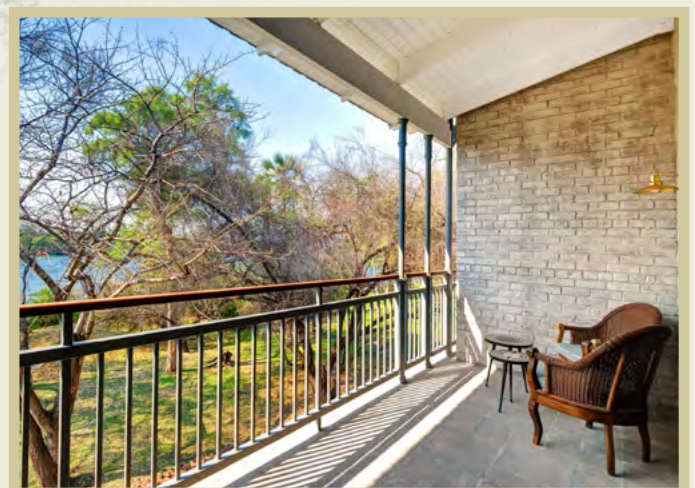
The spacious bedroom is complete with a writing desk, complimentary Wi-Fi, satellite television, air conditioning, electronic safe, a fully equipped tea & coffee station and a minibar with a complimentary initial stocking.

A generous fixed wardrobe includes shelves and ample hanging space and the clean lines of the contemporary bathroom feature an open and spacious shower, a double vanity and all the amenities necessary to complement an idyllic stay.



The Palm River Hotel offers two fully-serviced wheelchair accessible rooms located on the ground floor closest to the Main Area.

The rooms are equipped with multiple handrails, carefully positioned to assist with mobility inside the room and bathroom, and furnished with beds and chairs of optimum height for disabled access. Alarms and phones are fitted with light and sound alerts.



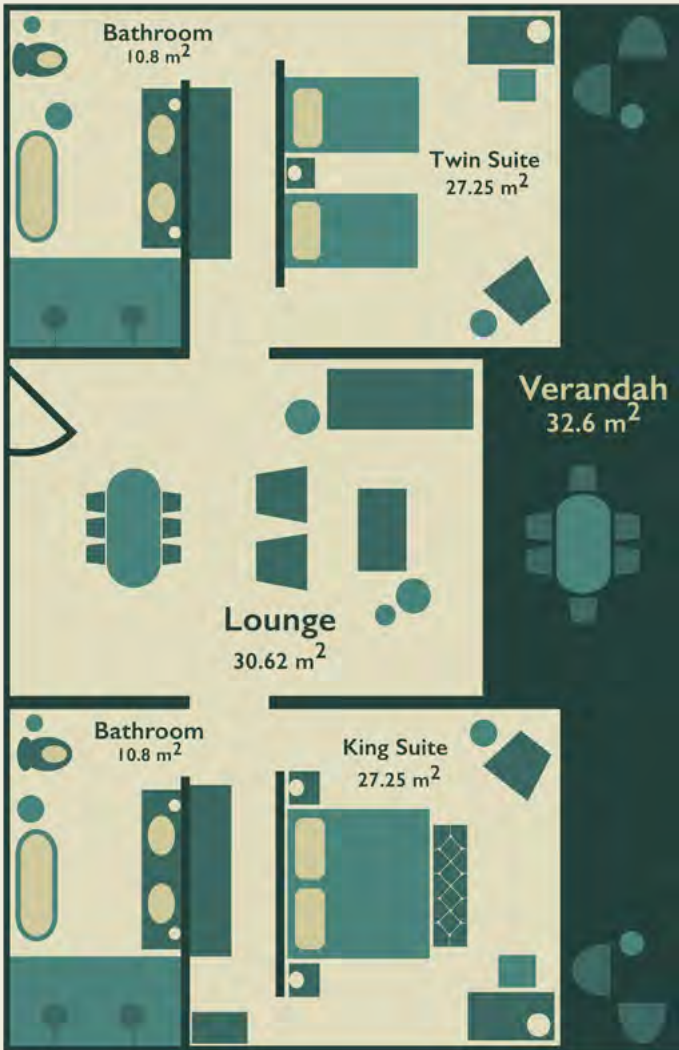


Deluxe Suites

The Deluxe Suites are situated on ground level overlooking the tranquil waters of the Zambezi River; surrounded by lush green gardens.

The suites are perfect for families or couples travelling together and include spacious King and Twin rooms complete with en suite bathrooms, writing desks, complimentary Wi-Fi, satellite television, air conditioning, hairdryers, electronic safes, bedside reading lights, fully equipped tea & coffee stations and fully-stocked complimentary minibar.

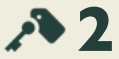
Nestled between the two bedrooms is a comfortable and contemporary shared lounge and dining area leading out onto a large, private veranda offering tranquil spaces to relax, unwind and soak in the calming surrounds.



Value Ads :

- Bespoke welcome card
- Fruit bowl and snacks on arrival (mixed nuts, driedfruit, cheese biscuits, dateballs)
- Bath salts and bubble bath

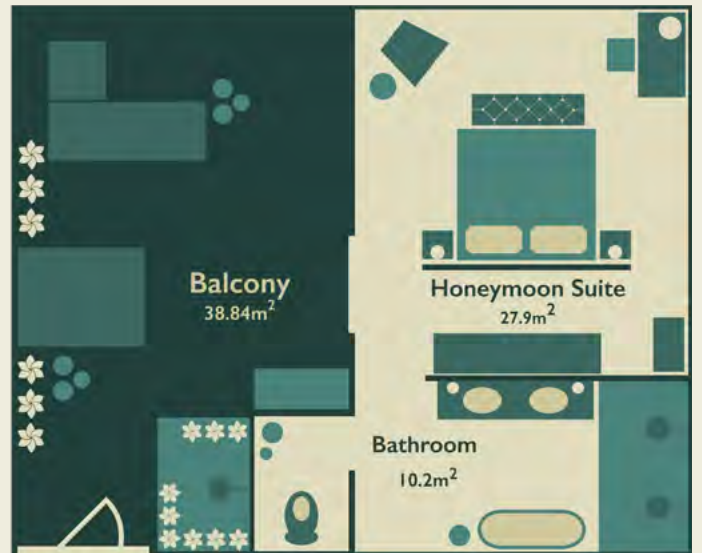




Honeymoon Suites

The Honeymoon Suites are perfectly suited to celebrate recent nuptials, anniversaries and vow renewals – or just spend time reconnecting in idyllic luxury, surrounded by the magic and romance of Africa. The Honeymoon Suite's stand-out features include a spacious balcony overlooking the Zambezi National Park and mighty Zambezi River, complete with contemporary décor including a romantic daybed and outdoor shower.

The rooms are spacious with luxurious wooden four-poster king-sized beds, writing desks and lounge chairs, while the ensuite bathrooms boast a luxurious gold bathtub, double shower and vanity, and separate toilet.



Value Ads :

- Welcome sparkling wine
- Bespoke welcome card
- Fruit bowl and snacks on arrival (mixed nuts, driedfruit, cheese biscuits, dateballs)
- Bath salts and bubble bath



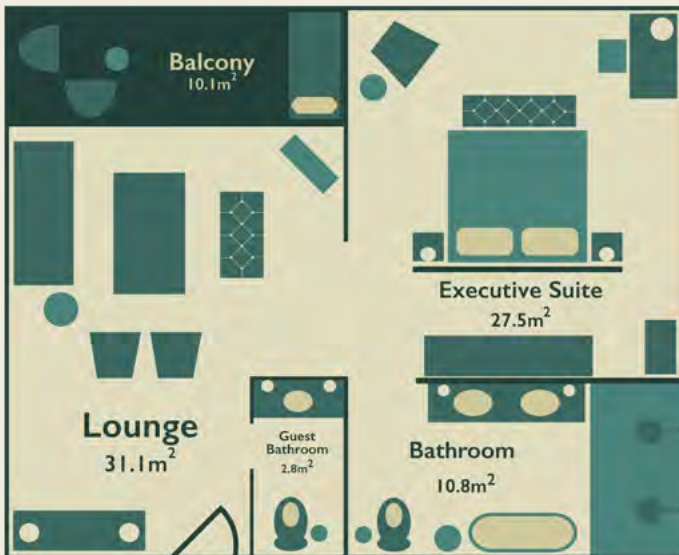
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Executive Suites

For extra privacy and luxury during your stay, the Executive Suites perfectly connect a large bedroom with a relaxing lounge and a peaceful balcony area overlooking the Zambezi River.

The spacious bedroom includes a king-sized bed, writing desk, complimentary Wi-Fi, satellite television, air conditioning, electronic safe, a fully equipped tea & coffee station and fully-stocked complimentary minibar.

The lounge and guest bathroom has been tastefully designed to incorporate the vast space, high ceilings and open-air setting. The room is complemented by a river-facing balcony complete with a day bed in which to relax and soak in the peaceful natural surroundings.



Value Ads :

- Welcome sparkling wine
- Bespoke welcome card
- Fruit bowl and snacks on arrival (mixed nuts, driedfruit, cheese biscuits, dateballs)
- Bath salts and bubble bath

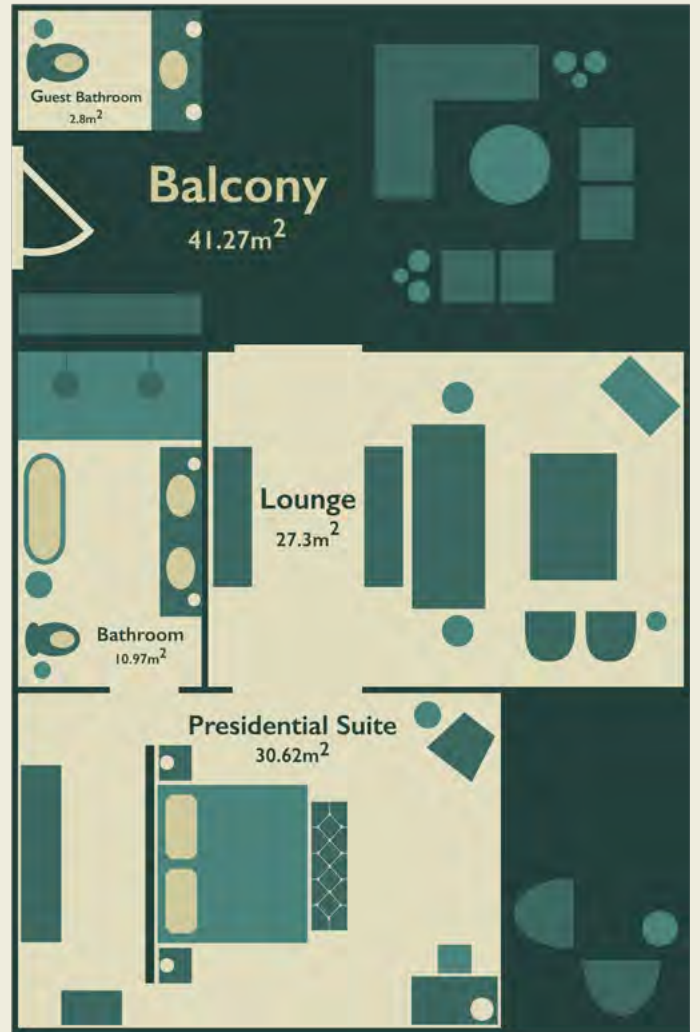




Presidential Suite

The grandest room in the collection is perfectly situated in a central location within the hotel offering unparalleled views of the Zambezi River.

The impressive suite features a spacious room with a super king-sized bed, private mini balcony, secluded wardrobe and changing areas. A bold and beautiful bathroom boasts an encompassing bathtub, double vanity and double shower decorated with delicate brass features. A perfectly appointed lounge offers luxurious finishes from the floor to ceiling, while a spacious balcony, shaded by the branches of ancient indigenous trees, offers a front-row seat to the tranquil Zambezi River.

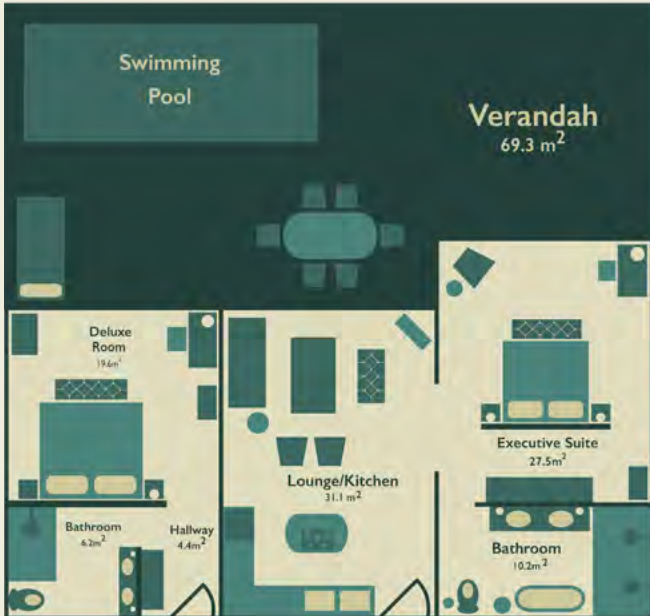


Value Ads :

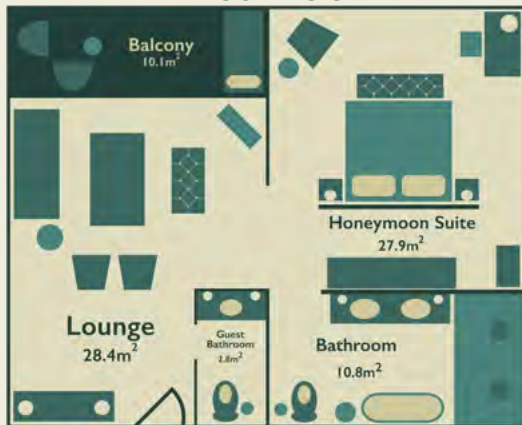
- Complimentary river cruise (subject to availability)
- 30 min massage
- Welcome sparkling wine
- Bespoke welcome card
- Fruit bowl and snacks on arrival (mixed nuts, driedfruit, cheese biscuits, dateballs)
- Bath salts and bubble bath



Ground Floor



First Floor



Value Ads :

- Complimentary river cruise (subject to availability)
- 30 min massage
- Welcome sparkling wine
- Bespoke welcome card
- Fruit bowl and snacks on arrival (mixed nuts, driedfruit, cheese biscuits, dateballs)
- Bath salts and bubble bath



The Palm River Villa

Inclusive of 3 bedrooms

Offering the pinnacle of private residing at the Palm River Hotel is the exclusive Palm River Villa. Made up of an Executive Suite with ensuite bathroom, private lounge and guest bathroom, a Honeymoon Suite with ensuite bathroom attached to a main lounge and kitchen area and a Twin Deluxe Room with ensuite bathroom.

The Palm River Villa is complete with a kitchen, dining area, spacious lounge, car park, private swimming pool with an expansive patio and garden; shared only with free-roaming wildlife that frequent the lush lawns. The Villa allows for families or small travel groups to have their own exclusive space, while immersed in the riverside location of the Palm River Hotel.



Sustainability

The Palm River Hotel is committed to fulfilling sustainable practises from early construction right through to everyday operations. The hotel strives to decrease its environmental footprint and increase ongoing sustainability where possible.

Environmental preservation

Environmental impact assessments have been carried out through every stage of the hotel's development to ensure as small an environmental footprint as possible. Contracting teams found ways of minimising destruction of the land and adapting where necessary to accommodate the changing water levels while, at the same time, preserving the many indigenous trees and natural wildlife habitats with which the property is blessed.

Energy Conservation

The hotel is powered on a unique hybrid system combining solar power with hydroelectricity supplied by the powerful flow of the Zambezi River. Hot water supplies are provided by solar heated water tanks that heat-exchange with air conditioning plants for maximum efficiency. There is an allowance for the future addition of a solar farm on the site to cater for the hotel's power needs ensuring that the Palm River Hotel is truly a green entity.

Water Conservation

With consideration for its surroundings, the hotel has installed a sustainable borehole system equipped with its own water purification system.





Recycling and Waste Reduction

Where possible, the hotel endeavours to reuse the amount of single-use plastic, plastic bottles and aluminium cans throughout. Water purification systems supply safe and clean drinking water in glass bottles to allow for reusable and refillable water supplies. The hotel's recycling efforts include a glass crushing machine, while plastics, aluminium and paper are sorted into correct waste and passed on to the Victoria Falls Recycling Project for processing and re-use.



Sustainability in food

All biodegradable waste matter is carefully sorted and placed into on-site composting systems that allow for organic breakdown and can be re-used as organic fertiliser for self-grown vegetables and herbs. In addition, the hotel sources local and season produce to add to the menu to further enhance efforts for a more sustainable food supply.



The Palm River Hotel proudly sources home-grown vegetables, herbs and spices from its in-house vegetable plantation. The abundant source of natural produce is fuelled by organic fertiliser produced on-site and ensures a fresh and consistent supply for use within the hotel restaurant.



Corporate Social Responsibility

The Palm Hospitality Group Foundation

The PHG Foundation was formed in 2022, combining years of successfully completed community projects by Ilala Lodge Hotel and more recently, with the likeminded and dynamic employees of the Palm River Hotel. Together, the PHG Foundation forms a passionate committee endeavouring to bring about meaningful and practical solutions to aid the local community of Victoria Falls.

The PHG Foundation has completed multiple community and responsible tourism projects covering environmental preservation, recycling, community support, wildlife protection, local fundraisers and numerous other initiatives that aid the community and preserve the rich cultural heritage of Victoria Falls.

Wildlife Conservation

PHG Foundation supports the Victoria Falls Anti-Poaching Unit (VFAPU) - a non-profit organization dedicated to the conservation of local wildlife and natural resources in Victoria Falls. VFAPU tries to protect wildlife and habitats from poacher pressure (subsistence and commercial), rescues and rehabilitates animals injured by human interference and educates schools and communities on human and animal conflict. The PHG Foundation makes monthly donations towards the organisation as well as supports in major fundraiser events, such as annual golf days. Money raised goes directly to the Victoria Falls Anti-Poaching Units, dedicated to the pertinent conservation of wildlife within Victoria Falls.

Humanitarian Support

The PHG Foundation works with several community projects and non-government organisations that provide support and care within Victoria Falls town. These often include ground assistance, sponsorship, donations to local schools, pensioners homes and the Maternity and Paediatric Art & Play therapy ward at Victoria Falls Hospital.



Environmental Preservation

Every first Friday of the month, a team of Palm River Hotel and Ilala Lodge Hotel staff members take to the local streets, carparks and public areas of town and participate in a community clean up. The teams collect litter and sweep areas in a bid to maintain and preserve the wonderful tourist town of Victoria Falls.

With care for local natural habitats, the hotel takes great pride in ensuring surrounding National Parks are free from harmful litter. Not only does this aesthetically spoil the natural surroundings, but litter can also be exceptionally harmful to the wildlife and birdlife that roam Victoria Falls.

As part of the hotel's community involvement, Palm River and Ilala Lodge Hotel have collectively installed over 20 litter bins throughout the town and within the pathways along the Victoria Falls Rainforest walk. The bins enable a safe place for guests to discard of litter, while also deterring baboons and monkeys from foraging and tipping out items from the previous plastic bins.

Sustainable Waste Management Initiative

Among many achievements, the PHG Foundation proudly introduced a sustainable waste management initiative, presented to the Greenline Africa Trust and the Victoria Falls Recycling Project.

This community initiative is made up of various events and projects that endeavour to better the future of green development within Victoria Fall through sustainable waste disposal and recycling of goods.



The Palm River Hotel

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