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| GUEST DIRECTORY | C:\Documents and Settings\Office\My Documents\Lodge Manager\Logo JPEG.jpg |

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| **Activities**  Arumeru River Lodge provides interesting guided excursions to the nearby Village of Usa River, to the nearby Rainforest, around Lake Duluti or to the City of Arusha. All excursions can be arranged and conducted for you on short notice provided that weather conditions are favorable. It is our pleasure to give you a guided tour across the Lodge garden and to supply historical information regarding the Lodge. Please contact Reception for more information. |
| **Adapter**  Power adapters can be obtained at the Reception. We require a deposit of US$ 10 which will be charged to your room and refunded when you return the adapter at the Reception. Alternatively we sell adapters in our Souvenir Shop. Please ask for availability. |
| **Animals**  Apart from an abundant birdlife, Dikdik Antelopes, Leopard-Tortoises, Bush babies, Monitor Lizards, Mongoose, and many more small Vertebrates can be spotted in our gardens. Dealing with wildlife of any kind requires respect and caution. Guests are kindly requested not to feed or touch animals on the grounds. Please be aware that some animals are potentially dangerous. |
| **Bar**  The Bar is open throughout the day. Bar consumption is charged to your room and is to be paid when you check out. |
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| **Books**  Books and Travel Books are for sale at the Souvenir Shop behind the Reception. There is a small library in the Lounge. You can take a book from there and keep it for your further safari. Likewise we kindly ask you to leave your read-through books in the library. |
| **Breakfast**  A full English and Continental Breakfast is served daily in the restaurant and on the terrace from 06:30 to 10:00. Should you plan to depart earlier a boxed continental breakfast and early coffee & tea service can be ordered the evening before through Reception. |
| **Check-Out Time**  We kindly ask you to vacate your rooms by 10:00 am on the day of your departure. We will store your luggage for collection at a later time during the day if required. Day Rooms are available subject to prior booking. Should you be departing before 07:00 am we kindly request you to settle your account on the evening before at Reception. |
| **Children**  Arumeru River Lodge welcomes children of all ages. Baby cots are available free of charge through Reception or Housekeeping. For safety reasons it is not allowed to play or swim in the ponds and streams in the garden. Parents are responsible for their children. |
| **Complaints**  In case you have any complaints, please contact the Manager directly as this will assure that we learn from our mistakes. |
| **Credit Cards**  Arumeru River Lodge accepts Visa and Master Cards. A Service Fee of 5% is charged by the Tanzanian Banks and will be added to the total amount. |
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| **Dress Code**  The dress code is casual during the day and smart casual for dinner. For your own comfort we recommend to wear clothes with long sleeves and long trousers in the evening to protect you from possible mosquito bites. Swimwear is not allowed in the restaurant. Gentlemen should please refrain from wearing shorts at dinner and wear long trousers instead. |
| **Diet**  Please inform the Manager if you require a special diet menu. One vegetarian dish is always included in our daily menu. |
| **Dinner**  Dinner is served from 07:30 pm to 10:00 pm in the Restaurant and on the Terrace. Drinks and meals, if not included in your booking, are charged to your room and paid when you check out. Early dinners can be arranged on request. |
| **Electricity**  Tanzania operates on 240 V – 50 Hz. Electricity, however, is scarce and power cuts are common. In such cases the diesel generator will be started after a short while. Please be informed that the generator will not be started during power cuts that occur after midnight. In those cases the water pressure in the rooms may decrease. In such cases of power cuts during the night the generator will be started at 6:00 am. If you are depending on medical machines that require electricity at night, please inform the management in time.  **Emergency**  In case of a medical problem or other severe cases of emergency please call one of the listed numbers and request for the management:   * Reception, 06:30 am – 11:00 pm (via room telephone): 0 * Emergency Number (via mobile phone) : 000255 (0)785 555 131 * Manager (Via room Telephone): 300 |
| **Entertainment** The Lodge offers interesting guided excursions in our neighborhood (Coffee Walk, Rainforest Walk, Village Walk, Lake Duluti Walk and City Safari). Those activities range from 2 to 5 hours and can be arranged for you on short notice provided that weather conditions are favorable.  The Arumeru Bird list is available as digital download to your computer or as hardcopy. A selection of games is available in the Lounge. Please contact Reception for more information. |
| **Garden**  Please feel free to walk on our lawns and ask the management for a garden tour with explanations on the botanical specimens. Please do not touch the electrical fence as this is hazardous! Parents are responsible for their children.  **General Services**  The Lodge gladly assists you in cases where you need support with respect to information, communication or logistics. Please contact Reception if you need assistance.   * we confirm your pick-up details or other arrangements with your local tour operator. * we check your flight status * we scan documents and send them per Email * we supply stationary, postcards & stamps and drop your postcards at the post office * we arrange your local purchases in Usa River * we assist you in medical emergency cases |
| **Hair Dryers**  Hair Dryers can be obtained at the Reception. We require a deposit of US$ 20 which will be charged to your room and refunded when you return the hair dryer at the reception. |
| **Hot Water**  Hot water in the bathrooms is available at all times. All rooms are equipped with solar water heaters with electrical backup. Due to the installations of the solar systems it might take some time for the water to get hot under some circumstances. Please allow the water to flow for 2 to 3 minutes in such cases. |
| **Housekeeping**  Please contact Housekeeping or Reception for extra bedding, pillows, blankets, towels or in the case of malfunctions of equipment and appliances. |
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| **Internet**  Internet facilities are available near the Reception area. In addition the Lodge provides Wireless Service in the main building and in the garden/rooms. Access is protected by passwords. Please contact Reception for terms and conditions. |
| **Keys**  Guests are kindly asked to leave their room keys at the Reception when leaving the lodge grounds. Please make sure you return the key when you check out. |
| **Laundry**  Our express laundry cleans your laundry and travel equipment on your request. A laundry basket is stored in your wardrobe. Please fill in the laundry form that you will find in this Guest Directory or at the Reception and drop the laundry basket at the Reception. Laundry that is delivered until 11:00 am will be finished and returned to you on the same evening.  **Liability**  Arumeru River Lodge Ltd. will not accept any responsibility for any accident or incident of any nature whilst at the property or whilst traveling to or from the property or partaking in any activity arranged or conducted by or associated with Arumeru River Lodge Ltd. |
| **Lost and Found**  Please contact Reception immediately in cases of missing or found items. |
| **Luggage Storage**  Guests can leave their luggage at the luggage store room next to the Reception during the time they are on safari or on a mountain tour. Storage is free of charge and at owner’s own risk. Arumeru River Lodge does not take any responsibility for any damage or loss. |
| **Lunch**  Lunch is served between 12:30 and 03:30 pm in the main restaurant or on the terrace. |
| **Lunchbox**  Lunchboxes can be ordered at the Reception for the following day. |
| **Mail**  The Lodge provides postcards in the Souvenir Shop and stamps at the Reception. We also provide daily delivery of postcards to the post office.  **Mosquitoes**  There is moderate risk of malaria year round in all of [Tanzania](http://www.lonelyplanet.com/tanzania) below 1,800 m (5,906 ft). Arumeru River Lodge sits on an altitude of 1,230 m (3,690 ft). Prophylaxis is thus recommended. Mosquito repellents are available in the Shop. Long sleeves and trousers are recommended during evening hours. All beds are equipped with mosquito nets which are rolled down during dinner time by our housekeeping personnel. Housekeeping will not spray the room unless the guest requests this. |
| **Porters**  Porters are available to assist you with your luggage during check-in and check-out times. |
| **Restaurant**  The restaurant is opened throughout the day.  Breakfast 06:30 – 09:30 am  Lunch 12:30 – 15:30 pm  Dinner 07:15 – 10:00 pm  On special request, meals can be served in your room. Please contact Reception. Our chef caters for your special dietary requirements. Please contact the Manager in those cases. |
| **Safe**  Valuables can be deposited at the Reception. They will be stored in a Safe. It might take a few minutes to reclaim your items as only management can open the safe. For the case that your room is equipped with a safety box in the wardrobe we kindly ask you to follow the instructions for use. |
| **Security**  The Lodge is fully surrounded by an electrical fence and guarded 24 hours by a private security company. |
| **Smoking**  Guests are requested not to smoke in their rooms for fire safety and as a courtesy to other guests occupying your room after you have left. Thank you! The main building is a non-smoking area. |
| **Souvenir Shop**  The Shop is located behind the Reception and opened throughout the day. It offers a selection of gifts, souvenirs & curios, clothes, toiletries & insect repellents, postcards & stamps, and books. |
| **Swimming Pool**  The Swimming Pool can be used by Lodge Guests from 07:00 am to 07:00 pm. Towels are available at the pool. Drinks can be ordered from our service personnel whilst around the pool. |
| **Taxi**  Taxis can be ordered at the front desk. Please inform the Reception 30 minutes in advance. It is advisable to negotiate the fare in advance with the driver. The Reception team will gladly assist you in that. |
| **Telephone**  Our front office will assist you with international calls at the Reception. The telephone in the room can be used for room-to-room calls (dial “1” and then room number e.g. 115 = Room 15) and for communication with the Reception (dial “0”).For the case that you wish to use your private mobile phone for international calls, please be advised that the country codes for calls from Tanzania have to be amended by one additional “0” (e.g. USA: 0001, Germany: 00049). |
| **Tipping**  There is a Tip Box at the reception should you wish to leave a tip for the staff. This ensures that tips are distributed evenly between all staff members. |
| **Towels**  Should you require additional towels please advise Housekeeping or Reception. If you require fresh towels at the next room cleaning service please leave the used towels on the floor. We kindly request you not to remove towels from the room. Bath towels are provided at the swimming pool. |
| **Wake-up call**  Please inform Reception. |
| **Water**  The water provided at Arumeru River Lodge is fresh spring water from the slopes of Mt. Meru. Although the water is very clean we recommend that you do not drink tap water but use the bottled water provided in your room or in our Restaurant. The water that is used in our kitchen and bar is treated by filtration and UV light exposure. |