

# GUEST INFORMATION

## FROM A TO Z

### ACTIVITIES

#### *Excitement Beyond Game Drives*

Aside from our thrilling game drives, we have a variety of activities to enhance your Maasai Mara experience. Explore beyond the traditional game drives with bush walks, Maasai village visits, private sundowners in stunning locations, unforgettable bush breakfasts & dinners, soothing massages for relaxation, and a Photo Studio.

Feel free to chat with the Camp Manager or check the Activities booklet for more details. Also, we have a fun kids' playhouse available for our younger guests to enjoy! All activity bookings can be made either through reception or your manager.

### BEVERAGES

#### *Unwind and Savour*

Relish a delightful selection of beverages available at our lounge/bar tent. To ensure a seamless experience, your barman will provide you with a voucher/receipt for all drinks consumed daily. Kindly sign these and indicate your tent number/name.

You will receive your final bill before departure, allowing you to settle it conveniently during check-out. We have a selection of local teas and coffee on a complimentary basis, all day. For those seeking a cozy conclusion to their day, our nightly campfire offers the perfect ambience to reflect your safari adventures while enjoying our delightful complimentary campfire nibbles.

### CHECK-IN / CHECK-OUT

#### *Making the Most of Your Stay*

To maximize your time with us, you may occupy your tent from noon onwards. We kindly request that you check out of your tent by 10:00 am. If you require a late check-out, kindly ask availability to the Manager. In alternative, if available, we can provide you with a day room in our tour leader tent, allowing you to freshen up and relax before your departure.

### DRINKING WATER

#### *Embracing Sustainability*

For your convenience, additional drinking water is available in the mini fridge. As part of our commitment to sustainability, we provide a beautiful recycled glass bottle on your bathroom sink table. This serves as your drinking water source and can also be used for brushing your teeth. Our water is meticulously filtered through Reverse Osmosis to ensure the highest standards of purification and safety. If you prefer sealed bottles, they are available for purchase at the bar. We are dedicated to reducing plastic waste and exclusively use glass bottles.

### EMERGENCIES

#### *Prompt Assistance at Your Service*

In case of any emergencies, please contact management on +254 728 025 277 or +254 759 759 787. Our camp has a resident nurse, and a small bush hospital is located in Talek, approximately 30 minutes away.

In the event of a serious emergency during daylight hours, we can organize a flight to Nairobi. Please note that this option is not available at night due to landing restrictions. If you have Flying Doctor's Evacuation insurance, this cost will be covered.

## ENVIRONMENTAL RESPONSIBILITY

### *Nurturing the Natural World*

We take pride in our eco-friendly camps and our dedication to environmental responsibility. We are Gold Eco-rated by Eco-tourism of Kenya, a rigorous audit focusing on responsible tourism. At **Soroi Mara Bush Camp**, we separate waste at source, to minimize our impact. Biodegradable waste is disposed off in a designated bio pit away from the river, while other waste materials like glass, paper, metal and plastic are sorted and sent for recycling to Nairobi on a weekly basis. We draw water from our own borehole and heat it using eco-friendly heat pumps. We kindly ask you to use towels sparingly, to minimise water usage. As our guest, you will receive a complimentary eco steel bottle (on game package only) to use during game drives, promoting the reduction of single-use plastic.

## FLUSH TOILETS / WATER SAVING

### *Responsible Usage*

We kindly request to use the dual flush toilets consciously; smaller lever to flush liquid waste, and larger lever for solid waste. Please dispose of sanitary towels in the provided brown paper bags and refrain from flushing them down the toilet.

## GAME DRIVES

### *4x4 Custom Built Safari Vehicles*

Enjoy a morning game drive at 6:30 am, with a picnic breakfast on request. In the afternoon, embark on a game drive from 3:30 pm to 6:30 pm. Please note that the vehicle may be shared with other guests. Should you require exclusive use of the vehicle, kindly book in advance with the Management, at an extra charge. If you have booked on "game package" basis or a "flying safari", we typically combine a picnic breakfast in the bush and an extended game drive.

## INTERNET

### *Staying Connected:*

Complimentary Wi-Fi available in all public areas and in our tents. While the signal may occasionally fluctuate or experience brief interruptions, we kindly request your patience during such instances.

## LAUNDRY

### *Convenient Service:*

Our laundry service is available as per laundry list. Weather permitting, your laundry items will be hand washed and returned to you within 24 hours. Simply place your laundry in the hand-woven basket provided by your sink and complete the laundry list. We do ask that you handle your undergarments.

## LIGHTING IN THE TENT

### *Efficient and Sustainable*

All lights in your tent are powered by our solar panels. To conserve energy, please switch them off when leaving your tent. The lights on the veranda can remain on for your convenience; our Maasai security / Askaris can help with this.

## LOCATION

### *Serenity Amidst Nature:*

Situated in the heart of the Mara Game Reserve, on the Olare Orok River, we are conveniently located only 5 to 8 minutes' drive from Olkiombo Airstrip.



## MEALS

### *Culinary Delights:*

Indulge in memorable dining experiences at our Main Dining Tent, or weather permitting, enjoy your meals under the shade of our indigenous trees. Our breakfast is served from 6:30 am to 9:30 am and lunch between 12:30 pm and 2:30 pm.

If you'd like to pack either meal, you may carry a picnic to maximize your game drive experience. Dinner is from 7:30 pm to 9:30 pm. For families with children, we offer the flexibility of an early dinner from 6:30 pm, allowing parents to take care of their little ones first. We can arrange for a security guard posted near the children's tent to ensure their safety, while parents enjoy a peaceful dinner. Our children's menu provides a variety of options for our younger guests, and our Head Chef is available to discuss any dietary preferences or requirements you may have. Please note that most of our vegetables are sourced locally, and we maintain a small organic vegetable garden on-site.

## PAYMENT FOR EXTRAS

We encourage a cashless payment policy via credit cards (Visa and Mastercard), mobile money or online platforms such as Pesapal and DPO links. Credit card payments attract a 5% surcharge on the total.

## PICNIC BREAKFAST/LUNCH

### *Customized Delights:*

Kindly discuss with your guide the evening before regarding your preference for a picnic breakfast or lunch. The kitchen will prepare your selection accordingly, this allows us to minimise waste and tailor your picnic meal to your liking.

## PROCEDURE 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

As our camps are not fenced, we emphasise the importance of vigilance. We kindly request that you do not wander alone outside the camp, under any circumstances, as wild animals roam freely. To ensure your safety, Maasai watchmen guard the camp 24/7. During the daytime, it is safe to move around the camp independently. At night, our askari (watchman) will escort you to and from your tent.

## SOCIAL RESPONSIBILITY

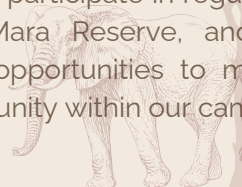
### *Partnering with Communities*

As part of our commitment to responsible tourism, we actively partner with the local Maasai Tribe through our Community Wildlife Conservation (CWC) NGO - supported by Soroi Collection. We maintain cultural integrity, fund education, train for employment and provide job opportunities at our Soroi properties.

## COMMUNITY WILDLIFE CONSERVATION (OUR N.G.O)

[WWW.COMMUNITY-WILDLIFE.ORG](http://WWW.COMMUNITY-WILDLIFE.ORG)

Bed Night fees derived from our camp income are promptly paid to the community, as well as County Fees to the government, each month. Additionally, we support the Ol Malaika Trust, which rescues Maasai girls from female genital mutilation. We participate in regular clean-ups of the Maasai Mara Reserve, and also provide employment opportunities to members of the Maasai Community within our camp.



## SOLAR POWER

### *Harnessing Sustainable Energy*

Our camp operates entirely on solar power. Our fridges and cooking plates utilize the latest low-energy electric systems, while our unique natural charcoal cool room and solar powered cold room preserves fruits and vegetables without the need for electricity.

## TIPS

While tipping is not mandatory, it is appreciated if you find the services outstanding. Guests are free to tip any staff member personally, and a Tip Box is placed at the manager's office for general gratuities, which are shared equally among the entire team. The recommended amount is **Kshs. 1,500** or **USD 10** per guest per day for the entire staff. For your driver/guide, it's suggested to tip on the last day: **\$15** per guest per day.

## TOWELS/ BATHROBES / SLIPPERS

To indicate that you want your towels washed, simply place them on the floor. If you prefer to reuse them, kindly hang them on the rack to help us conserve water. Bathrobes are provided for your comfort, and if you wish to take one home, they are available for purchase at the shop in various colors. Our disposable slippers ensure fresh comfort.

## TURN-DOWN

We provide turn-down services and will gladly adjust your tent's outside flaps to your requested level. Hot water bottles are provided at night.

## UMBRELLA/ TORCH

Each tent is equipped with an umbrella and rechargeable torch for every guest. Guests are encouraged to take the torch with them when heading to dinner.

## VALUABLES

For added security, a Safe is available for depositing your valuables. The camp will not be liable for any missing items, should you not utilize the safe.

## WAKE-UP CALL & MORNING COFFEE/TEA

Our Room steward or the Camp Manager will inquire about your preferred wake-up call time each evening. You can also request early morning coffee/tea or hot chocolate, which will be served on your tent veranda at your specified time.

***Most of all... Enjoy your stay with us!***

