

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.

Feel free to visit our Hippo Bar where you can enjoy your drinks with a view of hippos lounging in their pool.

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 +254 716 888 516 or +254 795 352204. 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 Private Wing**, we separate waste at source, to minimize our impact. Biodegradable waste is disposed of 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 every week. We draw water from our borehole and heat it using eco-friendly heat pumps. We kindly ask you to use towels sparingly, to minimize 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, game drives are 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.

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.

MINIBAR

We have a Minibar in all tents for your convenience. A price list is available with all items on offer which include sodas, wines, beer, crisps, nuts etc. These items are chargeable as per consumption/guest package.

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, provide training for employment, and offer job opportunities at our Soroi properties.

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

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 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!

