



Brochure

Overview

Ilala Lodge Hotel is a family-run hotel nestled in the heart of Victoria Falls town, only an 8 minute walk from the Natural World Wonder, Victoria Falls, and geographically the closest hotel to the waterfall in Zimbabwe. The hotel is equipped with 73 stylish and well-appointed rooms and suites that exude a calming sense of sophisticated old-world charm, elevated by modern comfort and luxury.

As a fond favourite of visitors to Victoria Falls for over 30 years, the hotel is renowned for its authentic Zimbabwean hospitality, offering a warm, welcoming and attentive five star service.

All room and suite varieties offer garden-facing views that merge with wilderness of the national park bordering the hotel grounds. The hotel's unique location affords guests panoramic views of the mist that rises from the mighty waterfall, known locally as Mosi-oa-Tunya or the 'smoke which thunders'. From the comfort of their room or the idyllic situation of the hotel's restaurant, pool and bar area, guests can hear the thunderous rumble, and delight in views of the mist that plumes high into the sky as a result of the falling waters of the mighty Victoria Falls.

The hotel's award-winning Cassia Restaurant is famous for its gourmet cuisine and is rated 'Excellent' on TripAdvisor. Guests can see the spray and hear the thunder from the world-renowned Victoria Falls



waterfall while enjoying al-fresco dining at the Cassia Restaurant. The restaurant offers a delicious breakfast buffet, lunch and al fresco evening dining under the starry African sky.

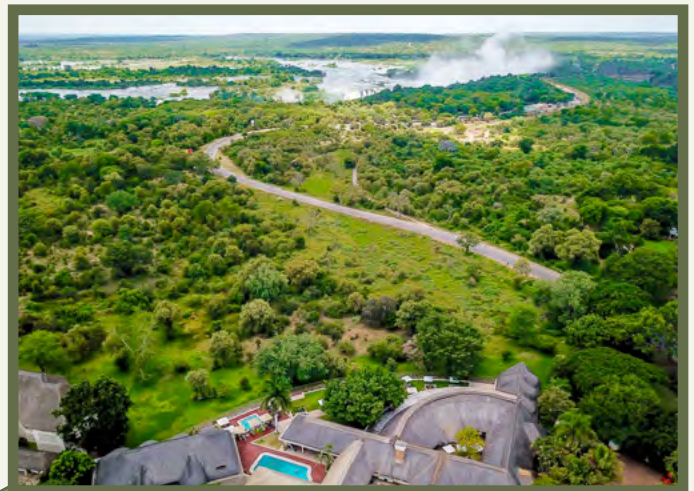
The Cassia Restaurant's unmatched menu is complete with an extensive wine list comprised of carefully selected wines from South Africa's top vineyards. The calming and tranquil ambience is further complimented by the gentle rumble of Victoria Falls in the background. A truly unforgettable dining experience not to be missed.



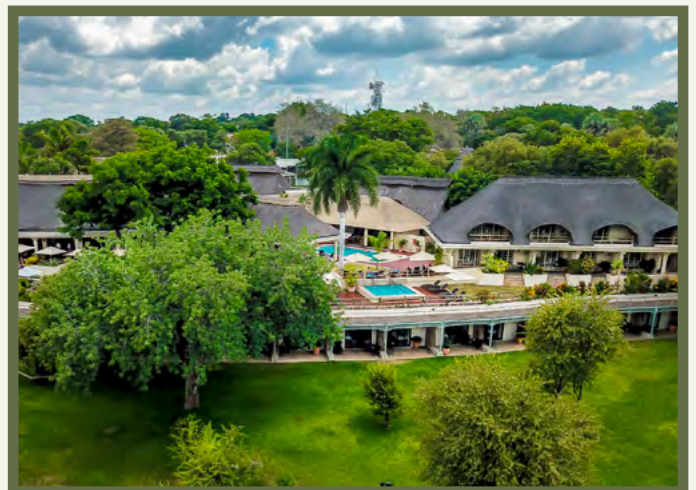
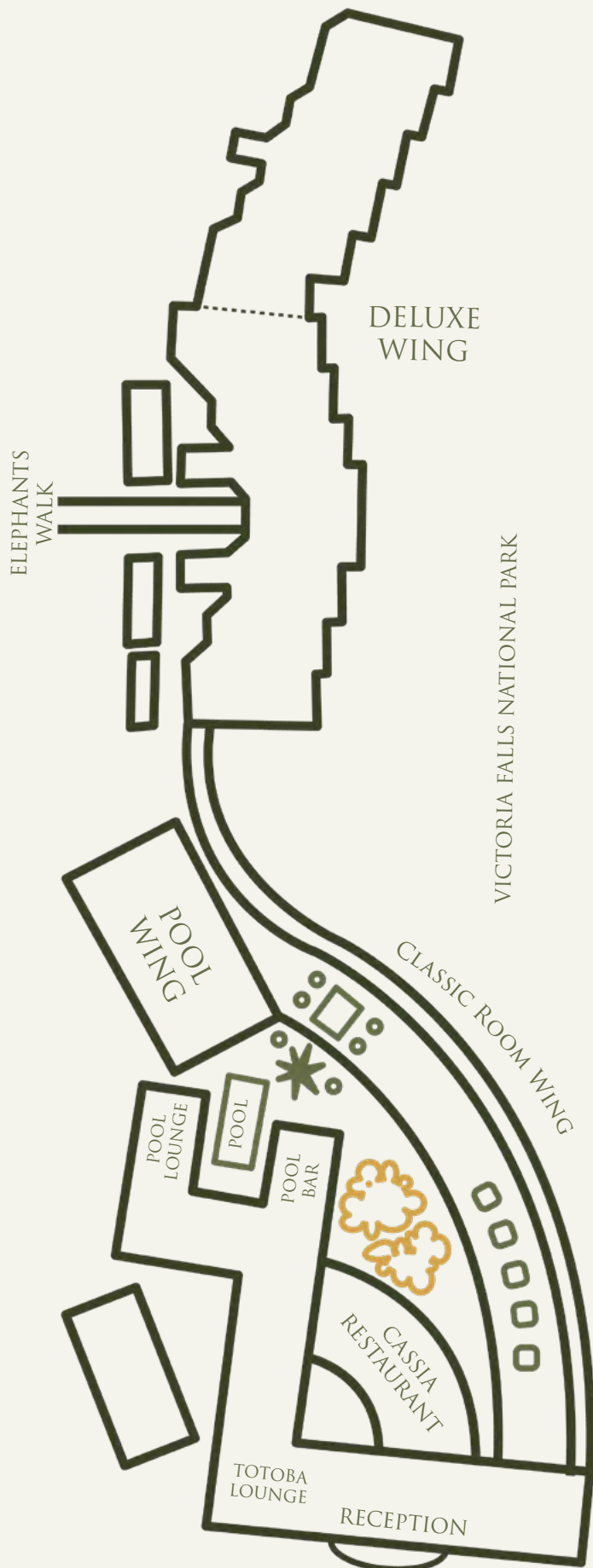
Family owned and run, Ilala Lodge Hotel offers a perfect combination of old world charm enhanced with modern touches of luxury and attention to detail. The hotel's history dates back to 1991 when it first opened as a boutique hotel with just 16 rooms, owned by the Brown family. Since then the hotel has expanded to 73 rooms varieties made up of Classic Rooms, Deluxe Rooms, Classic Suites, Executive Suites and the Strathearn Suite named after the hotel founder. The Brown family have continued to develop Ilala Lodge Hotel into one of Victoria Falls most sought after accommodation offerings.

The Brown family continue to drive Ilala Lodge Hotel towards success, delivering a welcoming home-away from home, without compromising on attention to detail and outstanding hospitality service.

Ilala Lodge Hotel is part of the Palm Hospitality Group, who also operates a sister hotel, the Palm River Hotel, which opened in December 2021. 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, Zimbabwe.



The Hotel





RESTAURANT

The award-winning Cassia Restaurant is famous for its gourmet cuisine and is rated 'Excellent' on TripAdvisor. Guests can see the spray and hear the thunder from the world-renowned Victoria Falls waterfall while enjoying al-fresco dining. The restaurant offers a delicious breakfast buffet, lunch and al fresco evening dining under the starry African sky. The Cassia Restaurant's unmatched menu is complete with an extensive wine list comprised of carefully selected wines from South Africa's top vineyards. The calming and tranquil ambience is further complimented by the gentle rumble of Victoria Falls in the background.

BEAUTY SPA

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

CONFERENCING AND EVENT FACILITIES

Spacious and privately appointed, the hotel's conferencing room offers an expansive meeting place in which to host conferences, events, webinars, gatherings and more. Conferencing facilities include fully-serviced amenities, tea and coffee facilities, free Wi-Fi, projector screens and USB connection points and is suitable for a maximum of 30 guests.



SAFE AND SECURE PARKING



COMPLIMENTARY PORTER SERVICE



24H CONCIERGE



GOURMET DINING AT THE CASSIA RESTAURANT



COMPLIMENTARY WELCOME DRINK



TOURS AND ACTIVITIES DESK



POOLSIDE BAR



BEAUTY SPA



COMPLIMENTARY SHUTTLE SERVICE



GUEST COMPUTER AND PRINTER ACCESS

POOLSIDE BAR

Open 10h00 to 22h00 daily. Located alongside the duo of swimming pools is an idyllic space in which to unwind and enjoy an afternoon cocktail. Enjoy the warm and welcoming teak cocktail bar, made from locally sourced railway tracks from previous eras. An array of comfortable seating and sun loungers offer a relaxing space in which to enjoy a sundowner overlooking the Victoria Falls National Park and the mist rising from the Victoria Falls waterfall.



SWIMMING POOL

The hotel offers guests a choice of two swimming pools: a larger pool with a shallow end and gentle slope and a plunge pool located on a lower deck overlooking the hotel gardens, National Park and spray from Victoria Falls. The pools are framed with timber decks complete with pool loungers, umbrellas and cabana day beds. Both swimming options are conveniently located next to the hotel's pool bar as well as a modern and relaxing pool side lounge equipped with open plan seating, writing desk, games table, books, USB chargers and plug points.



VICTORIA FALLS TOWN SHUTTLE

A complimentary shuttle bus runs on a regular basis throughout the day transporting guests between Ilala Lodge Hotel and sister hotel, Palm River Hotel located less than 10 minutes from Ilala, on the edge of the tranquil Zambezi River.



TOURS AND ACTIVITIES DESK

With so much to see and do in the Victoria Falls and surrounding area, the tours and activities desk offers an invaluable information asset to help guests plan their stay and book their activities inhouse. A friendly and knowledgeable team can assist in booking an array of activities as well as transfers and river cruises.



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.

RIVERSIDE DINING EXPERIENCE

The Riverside Dining Experience offers authentic African-style barbeque dining within an unparalleled setting on the edge of the Zambezi River. The diverse menu includes traditional Zimbabwean specialities, fresh salads and flavour-filled side options. The experience is available to guests of Ilala Lodge Hotel and Palm River Hotel and includes return transfers, a welcome drink and light entertainment by local musicians. Available throughout the year, weather permitting and advanced reservations required. Cash bar available. Please enquire with reservations for more details on group bookings.

RA-IKANE RIVER CRUISE

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

The well-appointed Ra-Ikane fleet was built to ensure that each guest is able to experience the wild beauty of the Zambezi River in comfort and style onboard an intimate cruise boat. The monohull design of the river boats enables them to navigate further up the Zambezi River, through shallow river channels and closer to the wildlife on the river banks.

The 2-hour cruises follow a circular route around the Zambezi River islands to provide guests with a panoramic view of the upper and lower Zambezi River and the wildlife and birdlife it offers. 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.



The Rooms

DESIGN

From Classic Rooms through to luxurious suites, the hotel offers a range of accommodation options to suit every need. Split across three levels, all accommodation options are perfectly poised overlooking the hotel's lush gardens and wildlife national park. The rooms also face the direction of the mighty Victoria Falls, where guests are afforded breathtaking views of the mist that rises high above the mighty Victoria Falls waterfall.

Inside the rooms are complete with all modern conveniences such as contemporary bathrooms, tea and coffee making facilities, satellite television, complimentary WiFi, digital safe, international plug points and air conditioning. The bright and airy decor of the room competes only with the picturesque garden views, framed by floor-to-ceiling bedroom doors which open out onto a private patio. Here, guests may enjoy a morning coffee while soaking in the tranquil garden views and maybe even some roaming wildlife grazing within the hotel gardens.

ILALA LODGE HOTEL ACCOMMODATION VARIETIES:

- ▶ CLASSIC ROOMS
(POOL AND GARDEN WING)
- ▶ DELUXE ROOMS
(DELUXE WING)
- ▶ CLASSIC SUITES
(POOL WING)
- ▶ EXECUTIVE SUITES
- ▶ STRATHEARN SUITE



**INTERNATIONAL PLUG POINTS
AND USB CHARGING**



COMPLIMENTARY WIFI



SATELLITE TELEVISION



**TEA AND COFFEE MAKING
FACILITIES**



DIGITAL SAFE



WATER EFFICIENT SHOWERS



LUGGAGE STORAGE



IN ROOM DINING



HAIR DRYERS



AIR CONDITIONING



ROOM TELEPHONES



**DAILY SERVICED ROOMS WITH
TURNDOWN**



**HIGH QUALITY BEDS AND
LINEN**



CEILING FANS



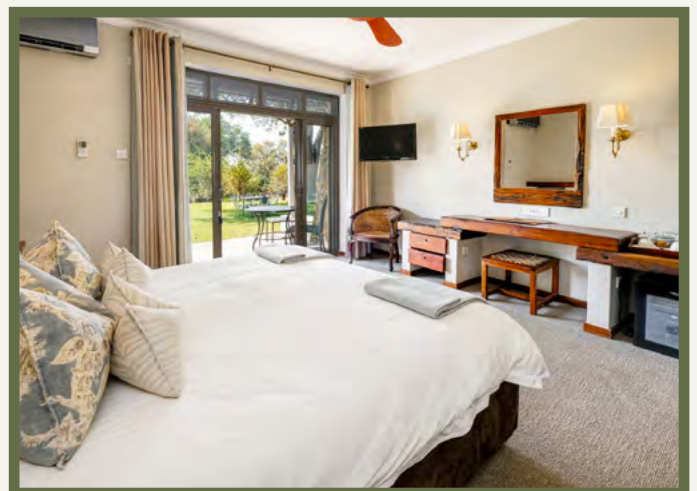
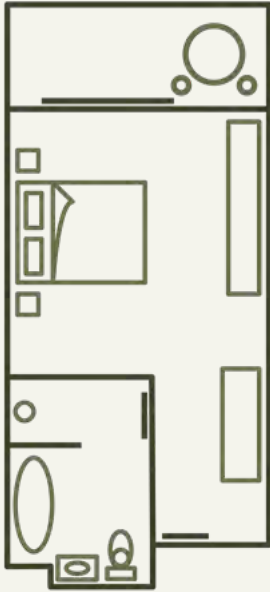
WRITING DESK



CLASSIC ROOMS

The Twin Classic Rooms at Ilala Lodge Hotel are complete with two comfortable $\frac{3}{4}$ beds set within an expansive room, and an en-suite bathroom with a separate shower. The Double Classic Rooms are ideal for couples, as they have one cosy king-size bed and an en-suite bathroom with a separate shower. Interleading classic room varieties are also available.

Double Classic and Twin Classic Room options are decorated with railway teak furnishings, enabling the experience of grandeur of days gone by. With air conditioning units installed in all Classic Rooms, guests are treated to a cool sanctuary from the warm Victoria Falls climate. Sliding doors open onto a luscious garden, offering a gateway to nature and the opportunity to see warthog, elephant, bushbuck, hippo and other wildlife grazing on the lawns.



DELUXE ROOMS

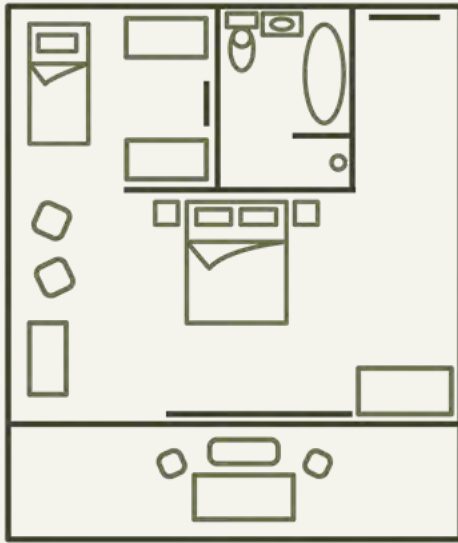
Situated in the stylish West Wing, the Deluxe Rooms at Ilala Lodge Hotel ooze old-world charm and sophistication. Ideal for couples, solo travellers and families alike, the Deluxe Rooms feature either twin or double configurations. Interleading room varieties are also available.

The Twin Deluxe Rooms have two three-quarter beds and an en-suite bathroom equipped with a walk-in shower and double vanity basins. The Double Deluxe Rooms have one King-size bed and an en-suite bathroom with a walk-in shower and double vanity basins. All Deluxe rooms have a private patio off the bedroom overlooking the manicured hotel gardens that border the national park where wild animals may be spotted.





CLASSIC SUITES

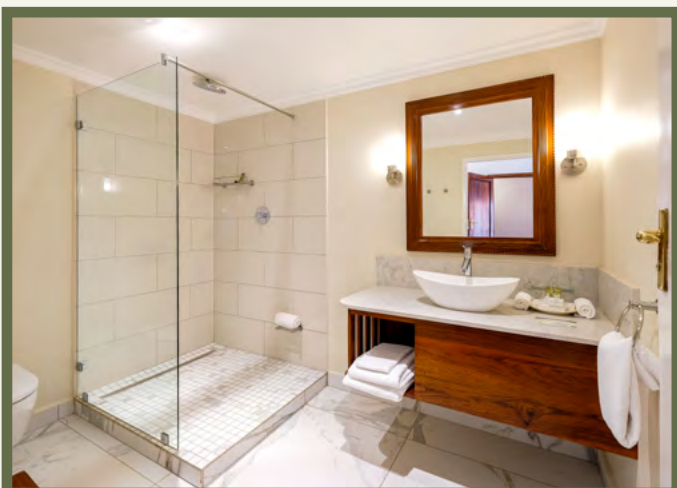


The Classic Suites are located on the top floor, equipped with private balconies with comfortable seating, affording views overlooking the hotel's lush gardens, national park and the mist that rises from the Victoria Falls waterfall.

The suites have an ultra-comfortable King-size bed, writing desk, mini-bar cabinet, luggage storage and an additional $\frac{3}{4}$ bed neatly tucked around the corner in a private section of the room. The en-suite bathroom includes a walk-in overhead shower, double vanities and a large bathtub.

For families of more than three, the Classic Suite has interconnecting capabilities with an adjoining Classic Twin bedroom, the two rooms interconnect via an interleading door. The twin room is also equipped with an en-suite bathroom and private balcony overlooking garden views.

The Classic Suites received a complete refurbishment in 2022.



EXECUTIVE SUITES

The Executive Suites are located in the hotel's West Wing and are equipped with a sumptuous King-sized bed with en-suite bathroom containing a walk-in shower, double vanity basins and a separate bathtub. Adjoined to the bedroom is a spacious private lounge offering a modern and homely space in which to unwind. The décor includes delicate pieces of local artwork and is complete with contemporary furniture and finishes.

Guests of the Executive Suites can relax on a private patio that opens off the suite bedroom and wraps around to the private lounge, here guests may enjoy the magnificent garden and sunrise views over the mighty Victoria Falls.



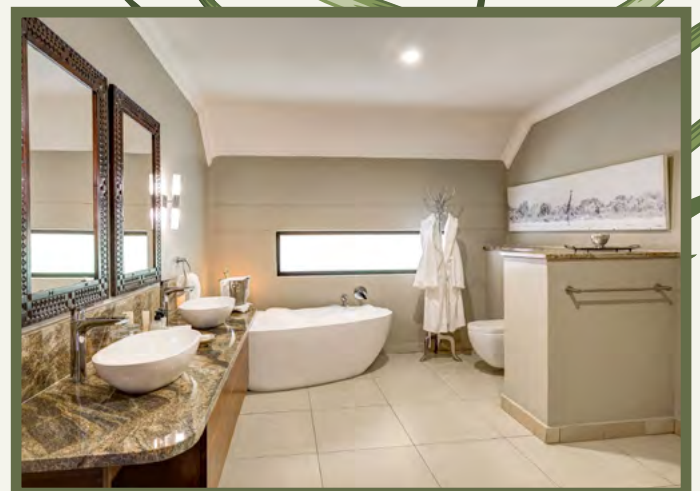
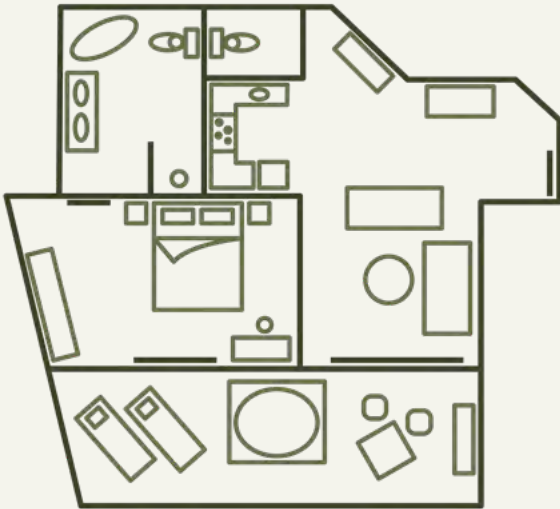


STRATHEARN SUITE

The luxurious Strathearn Suite, is named after hotel founder, Strathearn Brown. Fashioned with modern and sophisticated décor, the Strathearn Suite offers guests a tranquil haven of relaxation.

The suite comes complete with a private host, spacious lounge, kitchenette, en-suite bathroom with double vanity basins, walk-in shower and an indulgent bathtub. There is a private balcony, where guests can enjoy a large spa bath while enjoying world-class views of the spray rising above the mighty Victoria Falls waterfall.

Guests will also receive in-room continental breakfasts, welcome sparkling wine and a complimentary dinner at the Cassia Restaurant. Private in-room dining is also available on request. In addition to offering an ideal romantic retreat, the suite can also be transformed into a comfortable and spacious family villa, via a pair of interleading doors into a secondary suite and deluxe guest room.



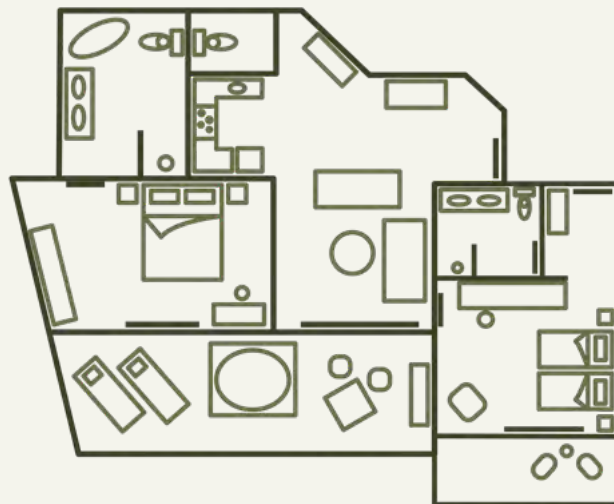


STRATHEARN FAMILY SUITE

Inclusive of 3 bedrooms

The Strathearn Suite can also be transformed into a comfortable and spacious family villa, via a pair of interleading doors into a secondary suite and deluxe guest room. The family villa can host up to 6 guests and is also complete with a private host, spacious lounge, kitchenette, en-suite bathroom with double vanity basins, walk-in shower and an indulgent bathtub.

The suite is equipped with a spacious private balcony, where guests can enjoy a large spa bath while enjoying world-class views of the spray rising above the mighty Victoria Falls waterfall.



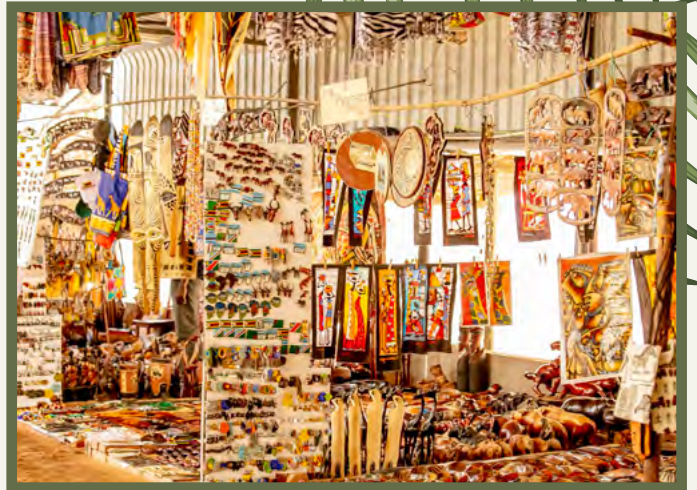
Victoria Falls Town

The rich history of Victoria Falls dates back to some 3 million years ago with stone artefacts and paintings discovered within the region. Various tribal hunter gatherers, such as the Khoisan people and the Southern Tonga people, now known as the Batoka tribe have inhabited the area. It was only in 1855 that the Makololo tribe escorted David Livingstone, the first European, along the Zambezi River, where he later discovered the waterfall. Upon his discovery of the Mosi-oa-tunya (which translates to 'the smoke that thunders'), Livingstone reported, '...but scenes so lovely must have been gazed upon by angels in their flight' and named them after Queen Victoria.

European settlement began around 1900 following the interest of Cecil John Rhodes and his exploitation of resources along with his vision to construct a railway line from Cape to Cairo. He later initiated plans for the first bridge across the Zambezi, connecting Zimbabwe and Zambia.

Skip forward and Victoria Falls is now a vibrant and welcoming tourism hub, filled with much to offer travellers from all over the world. From local craft markets, restaurants, shopping facilities to endless activities, guests travel to experience the Victoria Falls and tick a World Wonder off their bucket list. Victoria Falls and Zimbabwe are home to friendly, and helpful communities, familiar with guests that have travelled from near and far.

Ilala Lodge Hotel's ideal placement, in the heart of the town, along with its accomplished team, make it a stand-out hotel for travellers interested in an extraordinary all-round experience of Victoria Falls.



Sustainability

Ilala Lodge Hotel embraces sustainable practices and environmentally aware initiatives where possible. The hotel frequently joins forces with sister hotel, the Palm River Hotel, as the Palm Hospitality Group, who are together committed to protecting local wildlife and their habitats as well as preserving the rich cultural heritage of Victoria Falls. The group's pledge towards a sustainable footprint includes Green Tourism, sustainable borehole water sourcing, waste reduction and an extensive recycling programme.

GREEN TOURISM SILVER MEMBER

Ilala Lodge Hotel is recognised as a Silver member of the Green Tourism certification programme dating back to 2016. The internationally renowned initiative identifies the commitment of tourism businesses that actively work to become more sustainable. Ilala Lodge Hotel was awarded the Green Tourism Silver membership for taking environmental considerations into account and acting in a practical manner to tackle issues relating to energy efficiency, water usage and mindful waste reduction. The hotel is committed to being as 'eco-friendly' as possible in an effort to preserve and protect its natural surroundings. By establishing a team of employees passionate about preserving their environment, the hotel continuously endeavours to reach the Green Tourism Gold Membership.

WATER CONSERVATION

With consideration for its surroundings, Ilala Lodge Hotel utilises a water supply made up of a large borehole system, designed to extract a sustainable water source from deep within the ground. Furthermore, the ever-flowing waters of the Zambezi River, ensure the deep water sources remain consistent. Water passes through a purification

system before use throughout the hotel. The hotel is also equipped with a Natura Water Purification System enabling the re-use and refilling of still and sparkling water for guests. The Natural Still or Sparkling water is served in reusable and sealed glass bottles to help minimise use of single-use plastic.

To further reduce wastage, the hotel also encourages guests to choose to re-use bath towels where possible, and to place towels on the floor when refreshing is required. As an optional initiative for guests, the scheme aims to minimise water wastage in daily laundry.





RECYCLING AND WASTE REDUCTION

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

Recycling and waste reduction is also an important consideration beyond Ilala Lodge Hotel, the hotel is often asked to provide packed lunches for guests' onwards travel, and when doing so the hotel ensures these requirements are met with biodegradable and recyclable packaging and cutlery.



SUSTAINABILITY IN FOOD

Sourcing local and seasonal products for the hotel's restaurant menu marks a shift to more sustainable food supply. All biodegradable waste matter is carefully sorted and placed into an on-site composting system, for organic breakdown and re-use as organic fertiliser for self-grown food products.

The Palm Vegetable Plantation.

As its latest endeavour towards better sustainability and self-sufficient food chain supply, the Palm River Hotel has developed an on-site vegetable production plantation, consisting of a series of on-site greenhouses and herb troughs. The on-site vegetable plantation supplies home-grown vegetables, herbs, and spices, for use as a fresh, consistent, and self-sufficient supply to both the Palm River Hotel and Ilala's Cassia Restaurant. The vegetable plantation is also fertilized with organic compost, collectively produced onsite at both hotels.



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 Ilala Lodge Hotel and Palm River 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 park 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, Ilala Lodge and Palm River 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.



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