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**Dear Guest,**

Welcome to NorthCoast Beach Hotel, where we hope to make you feel at home away from your home during your entire stay. To give you the desired comfort, the following information will be of help to you.

**GUEST INFORMATION**

**Location**

The hotel is located about 25 KM North of Mombasa, along the Mombasa – Malindi Road, at the Kikambala Beach Area, Mtwapa Location, Kilifi District, Coast province. It falls within Bahari Constituency. Mtwapa is a cosmopolitan town but the surrounding area is mostly inhabited by the Giriama, one of the Mijikenda tribes.

**Meals**

We shall endeavor to provide buffet meals during the entire stay. Guests with special dietary requirements will be requested to inform the **chef** in good time. However when we have fewer guests, we shall revert to Table D'hôtel menus (Set menu). The meals offered are as appended below and are guided by the meal plan chosen at the time of check in. Residents can change their meal plans by notifying the front office cashier.

Breakfast	7.00 AM– 9.00 PM
Lunch	12.30 PM- 2.30 PM
Afternoon Tea	4.00 PM – 6.00 PM
Dinner	7.30 PM – 9.30 PM

Meals taken outside this package will be charged as **extra** and can be ordered through our **snacks bar**.

**Meal Plans are highlighted below:-**

MEAL PLAN	ENTITLEMENT
<b>BB: Bed &amp; Breakfast</b>	<b>Breakfast</b>
<b>HB: Half Board</b>	<b>Breakfast, Either Lunch or Dinner (to choose one)</b>
<b>FB: Full Board</b>	<b>Breakfast, Lunch &amp; Dinner</b>

- All Residents guests are entitled to afternoon tea free of charge

Where meals are desired outside the scheduled hours, kindly notify the Reception desk who will advise the Restaurant. Room Service is provided on request and unless a guest is physically challenged or unwell, there will be a cover charge of Kshs. 200/= per each service. All meals should be consumed in the Restaurants or other designated areas.

**Kindly note that food and beverage including mineral water from outside is not allowed into the Hotel.**

### **Restaurant Dress Code**

Whilst management does not wish to determine the mode of dressing for Hotel Guests, it is important to advise that certain sections of the Hotel require guidance on the dress mode for the convenience of other guests.

For example in the Restaurant use of rubber sneakers (slippers), Kanghas, Lessos, Kikoys, Swim Suit/Beach Wear is not encouraged during dinner time. Decent casual wear during other meals is fine.

### **Snacks Bar**

A variety of dishes will be on offer between 10.00 AM to 6.00 PM

Kindly allow some time to prepare the meal of your choice as you enjoy a cool drink.

### **Beverage Services**

Bar services will be available at all facilities. Service is on cash basis but special arrangement may be made on request, to sign and settle bills weekly. It should however be noted that all beverages are extras and shall be the responsibility of individuals unless advised otherwise by the paying agent.

Beach Bar	10.00 AM - 12.00 AM	
Pool bar	10.00 AM - 2.30 PM	6.00 PM- 10.00 PM
Sundeck bar	5.00 PM - 11.00 PM	

### **Hot water**

Hot water supply for showers/bath in the rooms is available between 5.00 AM & 9.00 AM and 5.00 PM & 11.00 PM Daily. Guests whose hot water cylinders are in the room may switch on the water at their preferred time but allow at least 15 minutes for the water to heat up. Energy is a scarce commodity therefore kindly assists us to conserve by switching on and off the heater on need basis. The room steward will assist you to locate the various appliances in the room and incase of difficulty, you may contact the reception desk.

### **TV Reception**

Each room is supplied with a 21" TV set that has access to DSTV and local stations. Whereas it is the management's desire to access all channels, reception on some of the local channels is not very clear due to weak signals in the area. We are in the process of consulting the service providers to improve on the reception. In the meantime, you may ask for assistance from the reception desk in case you do not receive any signals.

### **Drinking Water**

Whilst our water supply is generally good, we however do not encourage use of tap water for drinking purposes as we provide mineral water in all the rooms. Water like energy is a scarce commodity and we shall appreciate your gesture in conserving the same by running the showers only when needed. Extra supply of bottled drinking water can be ordered from the bar or restaurant at a fee.

### **Health Matters**

The coast climate is generally healthy but too much exposure to sunshine and evening sea breeze is not encouraged. Should you require any medical services please contact our reception or customer service desk for assistance. The convenience shop also stocks some basic non prescription medicines.

We have taken adequate precautions to minimize mosquitoes within the area but this being a tropics location complete eradication is not possible. In the rooms we have provided nets and electric mosquito repellent. Ensure that you minimize opening your doors and windows at night and that the net is tightly connecting. In case you need further assistance please contact the reception desk.

### **Amenities & Newspapers**

For your daily amenities, please visit our convenience shop where we have some basic stocks of items like Daily Newspapers, Tooth Paste & Brush, and Scratch Cards etc. In case we do not have your preferred item, we can assist you to purchase the item. Just inform the shop attendant. Place your newspaper order the night before at the Reception Desk

### **Security**

The Hotel and its neighbourhood is a relatively secure and safe location, however we do advise that excursions outside the Hotel at night to the neighbourhood or the beach should be accompanied by a Hotel staff. Drivers accessing the Hotel late at night are advised to use the tarmarked access road via Sun N Sand Beach Resort and drive to the Hotel. If you notice any unusual occurrences or suspicious character please notify the reception immediately who will alert the security details. Guests are advised not to use the boda boda (Motorcycles) at night. We have however re-enforced security by deploying armed administration police officers alongside the civilian security guards for maximum security.

### **Salon & Barber Shop**

We have an **in-house** Salon and a Barber shop for your convenience. Kindly visit the facility.

### **Entertainment/Animation**

We have an elaborate animation and entertainment programme during your entire stay. Kindly check for details on the reception notice board. Participate in as many events so as to energize your body and mind. Inactivity creates boredom.

### **External Excursions & Sites of Interest.**

Guests who wish to explore around may be assisted by the animation team. Far distance excursions can also be arranged through third parties. Ensure that all your requirements are channeled through the Hotel reception of Guest Relations Desk. Do not enter into any arrangements with brokers at the beach. Not all of them are honest and trustworthy. Sites and locations of interest include: Fort Jesus, The Likoni Ferry, Mombasa Old Town, Bamburi Nature Trail (The Haller Park), Ngomongo Cultural Village, Shanzu, Bombolulu Workshops for the physically challenged, Vasco da Gama Pillar (Malindi), Arabuko Sokoke tropical forest and Gedi Ruins both in Watamu

### **Business Centre**

Business Centre (Cyber Café) will be open between **7.00 am to 11.00 pm** daily and will offer the following services at very reasonable rates:- Email, Internet browsing, Photocopying, Typing, Printing and Faxing. Telephone services will be offered through the Hotel's switchboard at the reception also at reasonable charges.

## Fitness & Sports

We have plans to equip our gymnasium and other fitness facilities. In addition, we provide other sports such as Table Tennis, Darts, Pool and ball games at no cost to resident guests.

## Swimming Pool

We have a swimming pool ideal for swimming and water sports. This facility is free to Hotel Residents. Whilst every care will be taken, non-swimmers and children should be accompanied while using the swimming pool. Swimming is not permitted after the closure signs are placed nor is night swimming allowed. Day guests will be charged for use of the swimming pool. Guidelines on mode of dressing and charges will be available from and the swimming pool attendants.

All Residents will be provided with a blue towel for use at the swimming pool and the beach. Please ask the pool attendant to provide the towel and sign against your room number for control purpose.

The white room towels should remain in the rooms.

## Laundry Services

We have laundry services available at reasonable charges. However for dry cleaning services arrangement will be made with external service providers. **Please note that washing of clothes in the rooms is not allowed.**

## Supply of Towels

We supply adequate towels in the rooms for your convenience, however in an effort to conserve water, guests who may wish to re-use their towels may indicate so by placing them on the towel rack and those who wish to have them changed are advised to place them on the floor. This appeal is necessitated by the desire to have an environmentally friendly facility and is optional.

## Feedback Questionnaire

We will endeavour to make your stay as enjoyable and memorable as possible in all service areas. However, should there be services/facilities that may not meet your expectations and you would wish to share your experience with us in the form of a feedback for immediate and future improvements. You are most welcome.

Similarly, if you have received above exemplary service, please let us know so that we can share with our staff and ensure we continue offering the good services.

## Telephone Contacts

We have placed a separate list with important internal telephones contacts in the guest folder; however the following are the major mode of contacts. Reception Desk (216) and Telephone Switchboard (500)

Thank you for choosing our Hotel and have a memorable stay with us.



Robert M. Kinyua

**GENERAL MANAGER**

