



# Services at Hotel California

Dear Guest,

We sincerely welcome you to Hotel California! Please find below some useful information about services offered:

## Meal Times

Breakfast	0630 — 0900
Lunch (pack lunches available upon request)	1200 — 1400
Dinner	1900 — 2100

Coffee/tea service is complimentary and available between 0600 and 2100 daily. Snacks, soda, spirits, and beer are available for purchase at the bar (cash only please). If you have special diet requirements, please advise management as soon as possible.

## Shower and Toilet Facilities

Please kindly leave our new shower and toilet facilities clean after use, remembering that other valued customers are sharing the facilities with you.

## Check-In / Check-Out

We kindly ask you to fill in the guest registration cards that are available at the Manager's Office / Reception upon check-in regardless of whether you are staying in a permanently reserved or non-reserved tent. Please note that check-out time is 10:30. If desired, please request a late check-out from Management. Please also note that management will make every effort to accommodate reservation extension requests, but due to high demand, we kindly ask you to request an extension at least 48 hours in advance to maximize the possibility of accommodating such requests.

## Laundry Service

A laundry bag provided in your tent is marked with your tent number. Please place your laundry (no undergarments please) in the bag and place the bag at your tent entrance before 9 am. Your laundry will be returned to you the same evening, weather permitting. Please note that AFEX is not liable for damage or loss due to cleaning process, particularly synthetic fabrics.

## Generator Switch Over and Power Surges

Please note that the generators are switched at 0700 and 1900 hours. Please note that if you are operating expensive or sensitive electronic equipment, you should have surge protection/uninterrupted power supply equipment to provide protection/uninterrupted power during change overs. Please note AFEX is not liable for damage or loss of equipment at any time due to such switchovers or other power surges.

## Hotel California VSAT

AFEX operates and maintains a fast and reliable VSAT service in Lokichoggio. We also operate a cyber café and Business Center at the camp, providing Internet access, printing, scanning, and laminating services. Full time on-site technical support is available.

## Safety and Security

For fire safety reasons we ask that at no time do you smoke inside your tent. We have outdoor ashtrays available at your request. Also for your convenience and at your request, we provide locks for your tent. AFEX cannot be responsible for personal effects/valuables lost, stolen or damaged. Please do not hesitate to contact the management if you have any special needs, questions or concerns, leave comments at the reception or send suggestions online at [www.afexgroup.com](http://www.afexgroup.com).

P.O. BOX 24598 • NAIROBI • KENYA

PHONE/FAX: 254-2-3878313, 3878314, 3875873

Logistics e-mail: [logistics@afexgroup.com](mailto:logistics@afexgroup.com), Safaris e-mail: [onsafari@afexgroup.com](mailto:onsafari@afexgroup.com)

Website: [www.africaexpeditions.com](http://www.africaexpeditions.com)