

Travel Trade News

Refurbishments

Kigali Serena Hotel to undergo extension and refurbishment

Serena Hotels plans to refurbish and extend the Kigali Serena Hotel in Rwanda, during which time the hotel will remain open with normal delivery of all regular services and minimal disruption to guests .

Set to commence on August 20th 2008 and be completed within a period of 12 months, the US \$15 million project is intended to meet the growing demand for outstanding accommodation in Rwanda and carry on the Serena tradition of excellence.

The extension and refurbishment will be conducted in 2 phases with the first phase involving the construction of a new wing comprising 44 guest rooms- 28 standard and 16 executive rooms and an ultra modern 2 storey Maisha health spa complete with a contemporary swimming pool. The main restaurant's capacity will also be increased with additional buffet areas offering guests more dining variety.

The second phase will focus on soft refurbishments where the interior furnishings of the existing rooms will be upgraded to match the standards of the hotel's new wing.

The hotel currently has 104 rooms including luxury studio suites and 1 presidential suite. The construction of the new rooms will bring the total number of guestrooms to 148 while the new spa facility will join the ranks of Serena's exclusive brand of revolutionary Maisha Health Clubs and Spas in Nairobi, Mombasa and Kampala.

Polana Serena Hotel to remain open during refurbishment

The refurbishment of the historical Polana Serena Hotel in Maputo, Mozambique is set to commence from August this year and will be completed by mid 2009. During the refurbishment period, the hotel will remain open and plans have been put in place to ensure that guests will not be inconvenienced in any way.

During refurbishments the aesthetics and tranquility of the Polana Mar will become evident to guests not familiar with this more modern wing that was added to the Hotel in the 1970s. Fifty of the structure's 55 rooms overlook the Bay of Maputo, whilst all rooms have balconies.

The Terrace Restaurant, Ballroom, Coffee Shop and pool area will be some of the areas to benefit enormously from this major face lift for this historical landmark, and canopied links would be provided between Reception and the Aquarius Bar as well as the adjacent access stairs of the Polana Mar rooms for the convenience of guests as required.

To ensure unprecedented comfort for the Polana Serena Hotel guests the now state-of-the-art Serena trademark, the Maisha Health Spa and its magical garden area, will be part of the evocative new luxury to personify the Hotel when she reveals herself in her full regalia – almost a century since first opening her doors in 1922.

New Services and products

Wi-Fi Internet available at Serena Lodges

All Serena hotels and lodges in Kenya now have high speed connection to the internet via Wireless Fidelity (Wi- Fi). This revolutionary new service effectively gives guests freedom to choose when and where they want to access the internet using their laptops. Previously restricted to cyber corners at the lodges, the internet can now be accessed from virtually anywhere within the lodge premises including the rooms and public areas.

Wi-Fi internet is additionally being introduced at Serena lodges within Tanzania.

Breakthrough treatment products introduced at Serena's Maisha spas

Two new breakthrough treatments to combat ageing, acne scarring and uneven skin tone and redefine the silhouette respectively are now available at Serena's Maisha spas.

The Tri-Enzyme Spa Elemis treatment reduces fine lines and wrinkles, stimulates cell regeneration, reduces pigmentation and acne scarring and deeply cleanses while the Elemis body sculpting system helps to inhibit fat storage, assists in break down of fatty deposits, stimulates lymphatic drainage and smoothes, tones and redefines contours.

The new products will complement the already existing range of treatments offered at Serena's Maisha spas.

Serena's professional team of therapists recently went through rigorous training sessions on the use of the new cutting technologies.

Corporate Social Responsibility

Environmentally friendly inverter systems installed at Serena Lodges

Inverter systems have been installed at 7 Serena properties including the *Oi Pejeta House, Kirawira Tented Camp and Amboseli, Kilaguni, Mara, Ngorongoro and Serengeti Serena Safari Lodges*.

Previously, diesel powered generators were used to generate and meet all the electrical needs at the lodges which, being located in remote areas, are not connected to the national electricity grid.

The inverter system comprises of a series of batteries connected to the generator which are charged whenever it is running.

For six hours a day, the generator automatically switches off and the lodges' power needs are met by the inverter system.

Serena's shift from complete reliance on generators to inverter systems significantly reduces its carbon imprint due to more efficient and optimal energy harvests, reduced fuel usage, minimal noise and air pollution.

Plans are underway to install the inverter system at all Serena lodges.