

LAKE KIVU SERENA HOTEL FACT SHEET



Serenely sited on the white sandy shores of Lake Kivu, the sixth largest lake in Africa, and surrounded by extensive tropical gardens; the tastefully open-plan Lake Kivu Serena Hotel with its own private beach offers the ideal destination in Rwanda for a relaxing beach holiday.

Location

Lake Kivu Serena Hotel is in an ideal location just outside the small town of Gisenyi, on the shores of Lake Kivu. Within several hours drive of the Rwandan capital, and less than two hours from the glorious Volcanoes National Park home of the world famous mountain gorillas.

Accommodation

Total Number of Rooms 66

The **37 Standard Rooms** (25 sq. m) offer one queen-sized double bed and a luxury bathroom. One of the Standard Rooms also offers access for the physically challenged.

The **23 Family Rooms** (25 sq. m) offer one queen-sized double bed or two twin beds and a luxury bathroom.

The **6 Suites** (40 sq. m) offer a king-sized bed, luxury bathroom with both tub and shower, furnished balcony, integrated work space, private sitting room (with guest washroom) and furnished veranda with lake views.

Room Amenities

- 24- hour room service
- Telephone
- Free Wi-Fi
- In-room Satellite TV
- Private safe
- Tea and coffee making facilities
- Hairdryers

Nearby Places of Interest

- Gorilla-trekking in the Volcanoes National Park
- Visits to the chimps and golden monkeys of Akagera National Park
- Volcano climbing in the Volcanoes National Park
- Primate or ornithological tours of Nyungwe Forest National Reserve
- Trekking in the Virunga Mountains

Guest Services & Facilities

- Canoeing, jet skiing, cycling
- Lake fishing, swimming, boating
- Tennis, volleyball, walking, trekking
- Swimming pool, pool deck and gardens
- The Maisha Health Club
- Business Centre
- Travel desk, taxi and limousine service
- Gift Shop, news-stand and travel requisites kiosk
- 24hr doctor on call
- Baby sitters
- Baby cots.

Dining

The Kiyaga Restaurant, looks out over the swimming pool towards the palm trees and white sandy beach of the lake. Offering an extensive buffet breakfast, and both buffet and a la carte lunch and dinner choices, Kiyaga features Rwandese, African and international cuisine, and showcases a number of colourful theme nights. The hotel is also famous for its beach parties, held twice a year during summer holidays in July and festive period in December. The beach parties feature a lakeside buffet, a beach bonfire and live music.

A wide selection of snacks and drinks can be enjoyed at Ziwani Café, which is located below the pool overlooking the white sandy beach of the lake. Ziwani is also the venue for beach BBQs, poolside BBQs and evening sundowners, all of which feature live local music and traditional Intore dancers.

24-hour room service is also available, featuring an extensive menu offering everything from the classic club sandwich to a delicately-spiced curry.

For more information contact

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Social & Environmental

Lake Kivu Serena Hotel supports local farms, and local communities. They use organic produce wherever possible and all menus offer local specialties and full vegetarian options. The gift shop promotes a wide range of items made by local community groups, dance troupes are sourced from the local community; staff uniforms reflect traditional Rwandan dress.

The hotel abides by a code of responsible practice in relation to: energy conservation (inverter systems have been installed so as to reduce the hotel's use of diesel-fuelled generators), waste recycling (glass, plastics, 'wet waste' and the distribution of food-waste to local pig-farmers), sewage disposal, air emissions, non-CFC use, pesticide-use, noise reduction and visual pollution. Wherever possible, local produce is featured on the menus.

In order to promote the overall health of their workforce, Serena has also established the Employee Wellness Programme, which aims to address the holistic health needs of not only Serena's staff, but also of the communities that surround their camps and lodges.

Amongst the many CSR projects hosted by the hotel are the following:

Support of the local Nyundo orphanage: The staff pay regular visits to the orphanage as well as supplying food, clothing and educational equipment.

Support of the Twisungane widows cooperative: The hotel works with an association of widows, specifically in the provision of organic agricultural seeds that are not available locally. The organic produce is provided to the hotel and sold in the local markets.

Visit to Gisenyi Hospital: The staff pay regular visits to the local hospital, host seasonal events and support those patients who are not able to pay for their treatment.

Highlight of a Stay

Take a leisurely boat ride around the lake looking at lake shore life and passing by the numerous Islands.

Activities

- Gorilla Trekking
- Cultural Tours
- Massage Services
- Boating Trips on Lake Kivu
- Lake Fishing
- Kayaking
- Catamarans
- Windsurfing
- Tennis and Volleyball
- Walking & Trekking
- Gymnasium
- Brewery Tour

Climate

Rwanda has a temperate climate with two rainy seasons from February to April and November to January. The temperature is mild in mountains with frost and snow possible at higher altitudes.

Child Policy

Adjoining rooms for the accommodation of families can be arranged, as can additional beds, cots and baby-sitting services.

Children's rate: Under 3 years, accommodated free if sharing room with one or two full paying adults, subject to availability of executive rooms (maximum two children). Children accommodated as follows:

Less than 3 years	Free- Sharing with 1-2 Adults
3-12 years	half Price - Sharing with 1-2 Adults
13-17 years	75% - Sharing with 1-2 Adults

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