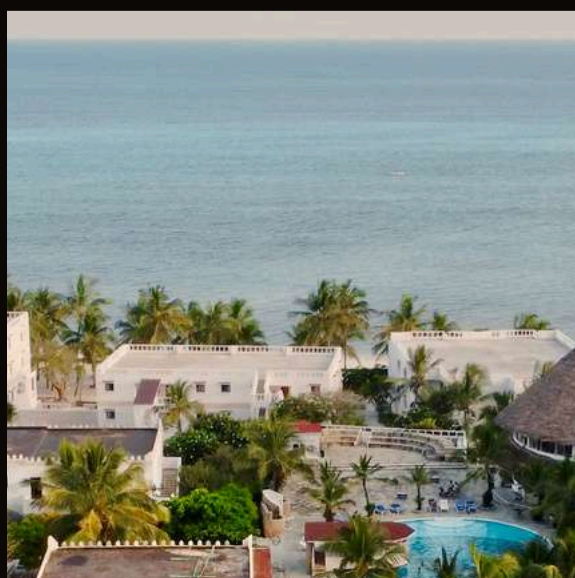




# JACARANDA WATAMU

WELCOME TO PARADISE



# WELCOME ✨



WARMEST WELCOME.  
HERE YOU WILL FIND ALL THE USEFUL INFORMATION FOR YOUR STAY.  
WE REMAIN AT YOUR DISPOSAL TO OFFER YOU A PLEASANT STAY.

## RECEPTION



An operator is at your disposal for any information 24 hours a day at the reception. Remember that most of the staff speaks English and only some of them speak other languages.

For any needs, please ask at the reception promptly. Your comments and/or suggestions to improve the service are always valuable.

In the reception area you will find a TV room with satellite channels, movies on DVD and a library with a small selection of books. Contact the reception staff for collection/delivery of books, DVDs and remote control for the TV.

## DEPARTURE AND CHECK-OUT

On the day of departure, the room must be vacated by 10:00 AM. For availability and costs to keep the room beyond this time, please contact the reception the day before departure!

The operators at the reception desk will gladly give you all the information about the final confirmation of the departure times. Please note that the extra payment of accounts must be made the day before departure between 10:00 and 16:00. Any consumption carried out after the balance may be paid in cash at the reception before your departure. For payments by Visa, Mastercard and American Express a 3% commission is applied by local banks.

On the check-out day, return to the reception the room key, the key to the safe with the cylinder, the air conditioning remote control and beach towels. Failure to return involves the payment of a penalty stated in the package of takeover.

## TELEPHONE AND INTERNET

The number of Jacaranda Beach Resort is + 254 (0)723 159848

The Wi-Fi is available around the whole hotel: remember that connections can sometimes be slow and/or unstable.

For international calls ask at the reception desk. The easiest and cheapest way of making calls is through the activation of a SIM phone card available at the boutiques. The international dialing code of Kenya is +254 (or 00254).

### ROOMS

Jacaranda Beach Resort offers three different room categories i.e. Classic Standard, Beach View Rooms and Ocean Front Rooms. It is possible to have a room upgrading for a small fee: information at the reception.



### SAFE BOX

The Hotel Management does not assume any responsibility about possible theft of items left unattended or outside the safe box, both in the room and outside of it. Each room is equipped with a safe box free of charge.

Some safes have the mechanic closure system: the key with the cylinder can be picked up at the reception by signing the takeover. Failure to return at the check-out will be charged 10,000 KSH.

At the reception there is also a main safe room where to deposit values and cash in a sealed envelope.

## BEACH AND POOLS

For any need our pool attendants are at your disposal.

The beach/sea is “affected” by the phenomenon of the tides, which are related to the phases of the moon. It is advisable to walk with beach shoes. We kindly ask you not to reserve sunbeds leaving towels or other personal items if you do not use them.

The pools are available from 08:00 AM to 6:00 PM. Before or after these hours are treated with chemicals. Children must always be accompanied by adults.

The hotel accepts no liability in case of breach of those rules.

## BEACH TOWELS

You can have the beach towels at the reception by signing the takeover. Towels can be changed at the reception counter.

If not returned on departure you will be charged KSHS 2,000 for each towel.



# Meal Plans

## MAIN BAR

8:00AM - MIDNIGHT



## BEACH BAR

10:00AM - 06:00PM

## ALL INCLUSIVE

BLUE BRACELET  
10:00AM - 10:00PM

Jacaranda Beach Resort has different meal plans. If you wish to change your meal plan ask for info and prices at the reception.

## RESTAURANT

Breakfast: 7.30 AM - 10.00 AM

Late Breakfast: 10:00 AM - 11:00 AM

Lunch: 1.00 PM - 2.30 PM

Dinner: 8.00 PM - 9.30 PM



## SPECIAL DINNERS (beach front / pool side)

Selected menus with fish, shellfish and meat are available upon reservation. For information and reservations please contact the Guest Relation or the Reception.

## CAKES

Anyone who wants to celebrate a birthday can order a cake at the reception not later than 24 hours before, indicating for how many people will be served.

## LAUNDRY

It is an extra service charged separately. Ask at the reception.



## EXCURSIONS

To get all the details about the wonders of Kenya and how to visit them you can refer to the tours desk at the Main Bar. There is a Diving & Watersport center inside the hotel against charge.

The hotel accepts no responsibility for safari/trips organized by external agencies.

## GYM

Free and unassisted from 8:00 AM to 8:00 PM. We kindly ask you to access with appropriate clothing and to pay attention to the use of machinery.

## CORALS

Jacaranda Beach Resort is located within the marine park. For the Kenyan law is absolutely forbidden to take pieces of coral from the beach or directly from the reef. Each offense is punishable by law.

The rules on the export of the products obtained by the killing of wild animals are very strict. It is forbidden to export objects obtained after killing of animals such as elephants, rhinos, giraffes, lions, leopards, turtles, etc. etc.



## WATER

The water is a primary asset in Africa, use it sparingly. It is not drinkable but has no contraindication for personal hygiene.

## MEDICAL SERVICE

On-call external service on charge. In case of need contact the reception and/or the assistance of your tour operators.

## MONEY EXCHANGE

Services available at the cash desk next to the reception desk. They accept EURO, GBP, CHF and US DOLLAR printed after the year of 2000. Cheques are not accepted. Please be informed that the change is applied fixed ratio and, therefore, in the banks of Malindi or Watamu is possible to have an exchange rate slightly higher than inside the hotel.





# THANK *You*

Jacaranda Watamu staff wish you a pleasant stay



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