



Travellers



Beach Hotel & Spa

GUEST | INFORMATION PACK

FOLLOW US:   

www.travellersbeach.com



Welcome

Dear Guest,

Travellers Beach Hotel & Spa welcomes you to our premier beach front resort at the coastal city of Mombasa. It is our honor and pleasure to have you in our hotel, we trust that your stay will both be pleasant and memorable. During your stay with us, you will soon become familiar with our hotel facilities and services.

Your comfort and convenience is our top most priority. Should you have any special requests or challenges, we are available 24Hrs to serve you.

We recommend that you keep your valuables in the safe provided in your room. The safe activation code is personalized.

We value your feedback and we would be grateful if you would take some time to fill our guest questionnaire and or review us on TripAdvisor, Holiday Check, Google, Booking.com, Agoda.com, Expedia.com and Ctrip.com at the end of your stay.

I am delighted that you chose Travellers Beach Hotel & Spa as your hotel for the duration of your visit. I trust that you will have a pleasant stay with us.

Yours Sincerely,

General Manager



About Us

Travellers Beach Hotel & Spa is a four-star hotel that started in 1987 rooms and expanded in 1991 with the addition of another wing.

The hotel is one of the largest on the North Coast, boasting substantial acreage and beautifully landscaped gardens, as well as a beachfront spanning over 200 meters.

Our facilities includes: Sports center, supervised kids' club, water sports center, four swimming pools, a flood-light tennis court, fitness centre & Spa, laundry facilities, conference facilities, staff recreation and more.

Accommodation

We offer a range of meticulously designed accommodations,

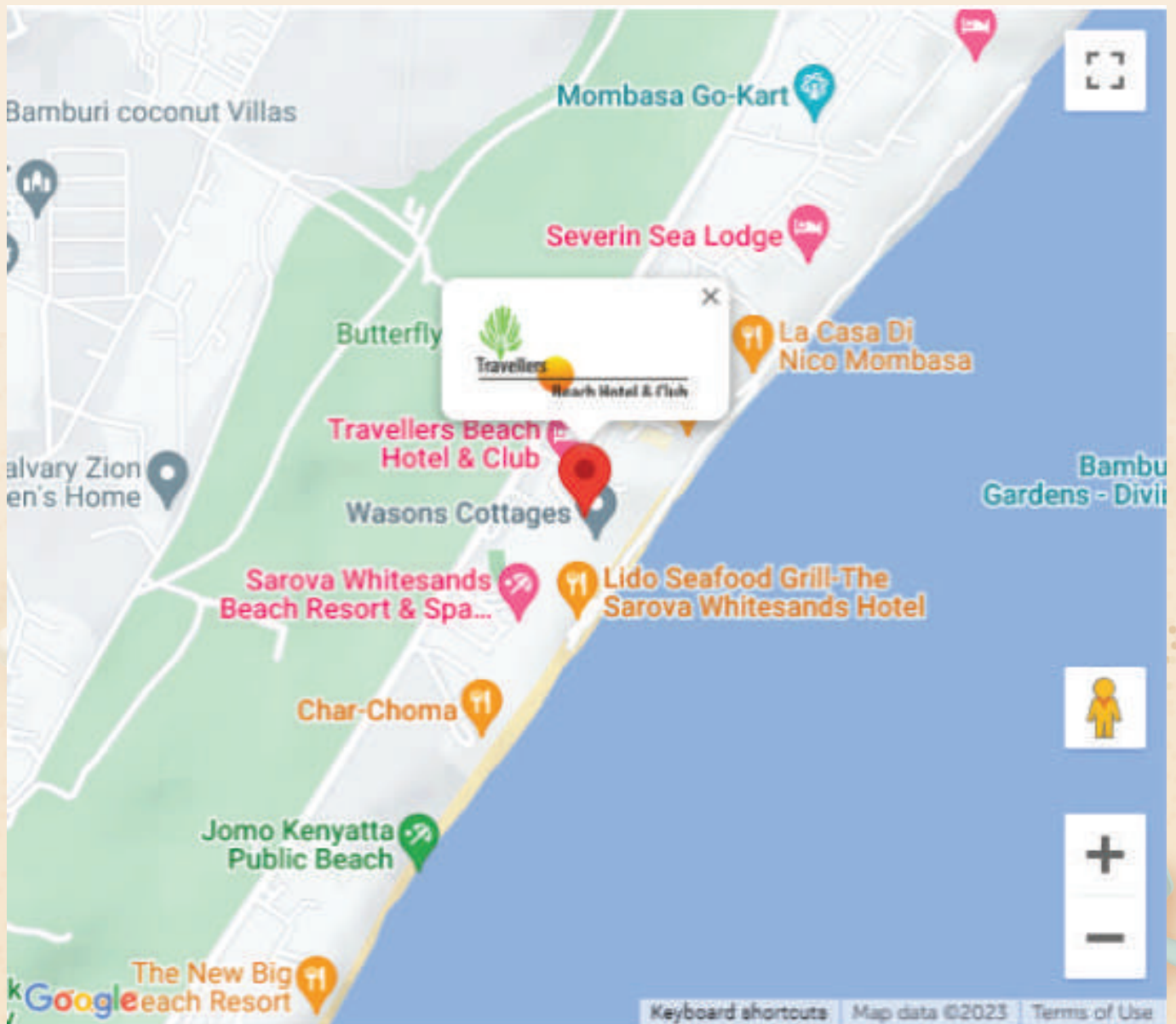
Luxurious Suites
Spacious Superior/Deluxe Rooms
Family-Friendly Rooms
PWD - Friendly Rooms

Each room is elegantly furnished and equipped with modern amenities to ensure a comfortable stay for our guests



Location

Conveniently located in Bamburi Beach, 10Km from Mombasa Town, 25Km from Moi International Airport, 30Km from SGR Miritini.







TV CHANNEL GUIDE



IN ROOM DINING



DIAL EXT. 2432





ROOM SERVICE MENU

Offers you 24 hours in-room
Dining Services

Tel No. Extn: 2432

Should you have a special request, please give us an advance notice and we will do our best to fulfill your wishes

Bon appetit

Room service cover charge applies.



DIAL EXT. 2432

IN-ROOM MENU

SOUPS

Beef Broth

(clear beef broth with vegetables brunnoise and coriander spiced with chilli)

Chefs vegetable soup of the day

SALADS

Chicken Avocado with chive Mayonnaise

Fresh Garden Salad *(Cucumber, carrots, cabbage and cheese on a bed of lettuce dressed with herbal vinaigrette)*

MAIN DISHES

Marinated Chicken Breast with Rosemary sauce

Duo Medallions of beef fillet with black pepper sauce

Grilled Red Snapper served with lemon butter sauces

Bacon Cheddar Burger *(Beef burger topped with bacon and cheddar cheese)*

Spaghetti Napolitaine

SNACKY CHOICE

Double filling of either Ham, chicken, cheese or tomato

Sandwich served with

French fries

Portion of French fries

Principal dishes are served with either:

French fries

Steamed Rice

Steamed Vegetables

Parsley Potatoes

Ugali

DESSERT

Coupe jacques

Fruit salad

Ice cream soufle

Choice of cake either vanilla, Marble, Chocolate, fruits slice

Milk shakes

HOT BEVERAGES

Kenyan Tea

Coffee

Hot chocolate

Glass of milk

RESTAURANT HOURS

BREAKFAST – 7.30 AM - 9.30 AM

LUNCH – 12.30 PM - 2.30 PM

DINNER – 7.30 PM - 9.30 PM

Room service cover charge applies.



IN-ROOM BEVERAGE LIST

White Wines

kvv Chennin Blanc (S. Africa)
Gato Negro Chardonnay
Mara Nyeupe
Bellingham Premier Grand Gru.
Colleccio Privada

Red Wines

kvv Shiraz
Collecio Privada.
Malan Brothers Cape Rouge
Mara Nyekundu
Bellingham Shiraz
B & G

Rose Wines

mount Vernon Sweet Lips Rose
Bellingham.
Nederdug

Sparkling Wines

zonin Prosecco
Martini O.O Rose
Simonsing Brut Rose

House Wines (Red & White)

4th Street (Sweet)
Robertson (Sweet).
Frontera (Chile Dry)
Wine By Glass

Fresh Juices

Orange
Passion
Water melon

DIAL EXT. 2432

Minerals

Tonic
Soda water
Ginger Ale
Coca cola
Fanta orange/current
Sprite
Mineral water 500mL.
Mineral water 1 litre
Sparkling water 330ml
Sparkling water 750ml

Breezers

Tusker Cider
Snapp
Red bull
Savannah
Smirnoff Guarana
Smirnoff Ice black

Beers

Tusker Lager
Tusker Malt
White cap lager
Guinness 500ml
Heineken

Room service cover charge applies.

FOOD & BEVERAGE OUTLETS



GUEST INFORMATION PACK

Safina Restaurant

Opens Daily:

0730 - 0930Hrs - Breakfast

1230 - 1430Hrs - Lunch

1930 - 2130Hrs - Dinner

Serves buffet meals only

Dress Code: Business Casual

(No vest, Shorts, Slippers, Swimming costumes in the Restaurant)

Shibe Restaurant

Opens Daily:

0730 - 0930Hrs - Breakfast

1230 - 1430Hrs - Lunch

1930 - 2130Hrs - Dinner

Serves buffet meals only

Dress Code: Business Casual

(No vest, Shorts, Slippers, Swimming costumes in the Restaurant)

Sher-E-Punjab Restaurant

Opens (Tue-Sun): 1230 - 1430Hrs - Lunch
1930 - 2130Hrs - Dinner

The restaurant serves Indian cuisine mostly on a la carte, aside from Sunday lunch when service is buffet. Vegetarian and non-vegetarian meals are served

Dress Code: Business Casual

(No vest, swimming costumes in dining areas)

Suli Suli Grill & Bar

Opens Daily: 1000 - 2300Hrs

Set by the sprawling poolside, this sea-food specialty restaurant serves snacks, beverages and a la carte meals for the entire family



Pwani Kofi Bar

Opens Daily: 1000-2300Hrs

FEATURING WEEKEND BBQ

This is a beachside bar. Catch your game or listen to cool piped music as you sip your hot or cold drink by the beach. Watch the tide and feel the ocean breeze as you treat your palate to the sumptuous meals ordered on a la carte

Msafiri Lounge & Bar

Opens Daily: 1000-2300Hrs

Located at the main lounge, the facility has an option of healthy living options through the fresh juice menu aside from the contemporary bar arrangement. Evening entertainment is available on selected days of the week for our patrons.

Kisima Bar (The wine bar)

Opens Daily: 1000-2300Hrs

Majorly serving all-inclusive guests, this bar has options for other guests on other boarding plans. Enjoy piped music, play pool table or table tennis as your savor your drink of choice.

Bahari Beach Bar & Restaurant

Majority serving all inclusive guests

Opens Daily:

1000-2300Hrs-Drinks

1000-1800Hrs-Snacks

After having your mid-morning water activities, relax on the sun bed and order your alcoholic or non-alcoholic drink; have your choice of snack or generally your hot beverage.

The restaurant has selected snack menus to choose from; all these in close proximity to the beach.

In addition to, never mind about your kids. Their needs and entertainment is catered for at the Kids club close by.

(All-inclusive services ends @ 10 am on the last day)



HOTEL SERVICES DIRECTORY



DIALING INSTRUCTIONS

INTERNAL TELEPHONE EXTENSIONS

Operator/Reception	0
Reception	2411/2313
Room Service	2432
Laundry	2316
Guest Relations Office	2451
Duty Manager	0
Concierge/ Porters	2420

TO MAKE AN INTERNATIONAL CALL

(From local cellphone number) Dial 000, country code then telephone number

TO MAKE A LOCAL CALL

	Landline	Cellphone
Within Mombasa	Dial the number directly	Dial the number directly
For other towns	Dial town's code number then telephone number	Dial the number directly

To call another room-Press 8 then room number



**Airline / Tickets****GRO/2451**

Our GRO will be pleased to help confirm flight reservations on your behalf. There may be a charge associated with this service.

Airport Transfers**Reception/2411**

You may reserve your airport transportation to the airport in advance by contacting our reception. There is a charge associated with this service.

Ambulance**Reception/2411**

In case of medical emergencies, ambulance service call Reception

**Baby Cot/Crib****Housekeeping/4111**

Baby cots are available free of charge from our housekeeping department.

Baby-Sitting**Housekeeping/4111**

Baby-sitting may be arranged via Housekeeping. To ensure that all the necessary arrangements are made as swiftly as possible, advance 48-hour notice is requested

Baggage**Porter's Desk/ 2420**

Our portage team is on hand to assist with your baggage

Banks**Reception/2411**

The Cashier at the reception will offer foreign exchange services. Please contact reception for more information.

Business Centre**Business Centre/2450**

Our business center offers secretarial and other services such as photocopying, binding, scanning, typesetting, printing & MPESA services.



Car Parking

Reception/2411

A limited parking space is available within the Hotel premises at no extra fee. This is only available only for hotel resident guests & parking is at own risk.

Please note: The management will not accept responsibility for any loss, damage or accident of the property or vehicles left in our car park.

Check In / Out Time

Reception/2411

Check in time is from 1200Hrs, Check out time is 1000 Hrs. Prior arrangements can be done at an extra cost.

Chemist/Pharmacy

Reception /2411

There are several dispensing chemists within the locality. Our reception team available for further assistance.

Cheques

Reception /2411

The hotel does not accept personal cheques, unless with prior arrangement.

Children

Reception /2411

There is no extra room charge for 2 children under age 5 years sharing a room with parents within the existing bed configuration.

Cigarettes

Room Service/2432

These are available from our main bar and through room service. The hotel has designated smoking areas. Note that the government prohibits smoking from undesignated areas.

Credit Cards

Reception /2411

The hotel accepts all major credit cards. For more information, contact our cashier at the reception.

CSR Activities

GRO / 2451

We have partnered with various needy schools & orphanage for any donations through guests relations desk.

Conferencing & Corporate Events

Sales & Marketing/2614

Our conference rooms are all modern and state of the art conference and meeting facilities which make Travellers Beach Hotel & Spa the perfect venue to combine business with pleasure in a stunning location.



Doctor

Reception/2411

We have a doctor on call 24 hours & consultation fee is applicable. For further assistance please contact the reception.

Do Not Disturb

Housekeeping/4111

If you do not wish to be disturbed, please hang the "Do Not Disturb" sign on the door handle outside your door or press DND button.

Dress Code

GRO/2451

Travellers Beach Hotel and Spa is a family hotel and wishes to offer its guests comfort in a distinguished environment. To ensure this standard, and keeping with the society norms, all guests are requested to conform to decent dressing.

Drinking Water

Room Service/ 2432

Each adult hotel resident guest is entitled to complimentary two bottles of water in guest rooms. Contact Room Service for an additional bottle of water at an extra cost.



**Environmental Policy & Earth Hour****Operator 0**

We are committed to protecting the environment by saving any unnecessary washing of laundry. Towels/ bed linen are changed after your second night. Please notify reception (dial 0) if you would like your bed linen/ towels changed.

Electricity Supply**Reception/2411/0**

The hotel's electrical supply is 220/240v AC 50Hz. The shaver socket in your room has a 110v supply

Email**Reception/2411**

Internet services are available in your rooms and around the premises through free WiFi network. Get your log-in credentials at the reception during check-in.

Emergency**Reception/2411/0**

In the event of unlikely emergency, please dial 0 on your in-room telephone. We do have a doctor on call. All charges for Ambulance and medical services need to be settled directly with the Doctor.

Emergency Exits**Reception/2411/0**

The floor plan (back of the room door) indicates your room location as well as the nearest emergency exits. We recommend you familiarize with these points. We also recommend that you read the "Fire and Security" section of this directory.

Extra Bed**GRO/ 2451**

Extra beds are available on request and at a cost. Please contact Guest Relations desk for more information

The floor plan on the inside of your room indicates your room location as well as the



Flowers

GRO/2451

Our guest relations officer can organize for flowers for any of your occasions at acost.

Fitness & Gymnasium

Uzima Spa/2365

Refer to the page under gym and spa for more information.

First Aid

Reception/2411

We have First Aid kits located in the Club and Main reception for use by our guests. Other kits are located at Bahari Bar and Suli Suli Restaurants. Our trained first aiders will be pleased to assist you in case of a minor injury.

Forex

Reception/ 2410

You can have your main currencies (USD, Euro, Sterling Pound) exchanged for local currency at the reception.



Golf

Reception/2411

We are located in near proximity to the Nyali and Vipingo Golf course. Contact the reception to make your booking for your favorite sport

Gifts

Reception/2411

Guests are free to give gifts. A gift form is available at the reception. Kindly fill details of the gifts to whoever you issue the gifts.



Hairdresser

Uzima Spa/2365

Our Uzima Spa has a salon facility that operates daily.

Health Club

Uzima Spa/2365

Membership is not required to enjoy the services of the Health Club for resident. See detailed information under Gym & Spa.

Hotel Reservations

Reservations 2603/2459/2315

For detailed reservations, visit our Guest Relations Office located at the main reception.

Housekeeping Services

Housekeeping/4111

For additional housekeeping services, feel free to call the GRO or reception for a coordinated response.

Hotel Map

Housekeeping/4111

Hotel maps are located in each guestroom at the back of the door.



Internet Services

Operator/0

WiFi is available to all of our guests free of charge. Guests will be given an access code on check-in. If you require any assistance please contact the reception by dialing 0.

Ironing

Reception/2411

We have iron/ironing boards upon request. If you require any assistance operating the ironing board, please contact reception by dialing 0 from your room phone. To be returned after use.

**Keys****Reception/2411**

Some of our guestrooms utilize the electronic locking system while other use the contemporary keys for doors. The electronic locking system requires the use of electronic key card that is re-coded each time a guest checks out.

Kids zone**Kids Area/2460**

We have vibrant play area where children can engage in interactive games, creative activities and joyful exploration.

**Laundry, Pressing****Laundry/2316**

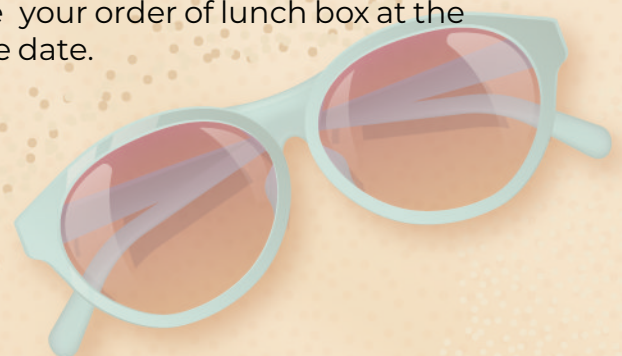
Please fill and sign laundry form in your wardrobe.

Lost & Found**Reception/2411**

All lost and found items within our premises are kept in our security office. For a fixed period of times as per our policy.

Lunch Boxes**Reception/2411**

In case you are travelling for safari, be sure to place your order of lunch box at the reception before 4pm a day prior to your departure date.





Massage

Uzima Spa/2365

We are pleased to offer our guests a wide range body treatments at our Uzima Spa.

Mini Bar

Room Service/2432

Available on request

Monkeys

Reception/2411

Please ensure you close your room doors and windows whenever you are out.
Feeding of monkeys not allowed. Hotel is obliged to charge a penalty.

Misconduct

Reception/2411

Any wrongful, improper, or unlawful action within the premise is an offence
Hotel is obliged to charge a penalty.



Newspapers

Reception/2411

All local newspapers available for purchase at the the gift shop near the reception lobby.



Outside Catering

Food & Beverage Dept./2612

Travellers Beach Hotel is able to provide you with customized catering menus and personalized service for your functions.



Pets

Reception/2411

Pets not allowed within the hotel premises.

Pool

Reception/2411

The pools operate from 0700-1800Hrs daily. Swimming after authorized timing not allowed, Hotel is obliged to charge a penalty.

Post & Parcel

Reception/2411

The nearest post office is adjacent to the hotel. Package mailing may be arranged through the reception at a fee.



Religious Services

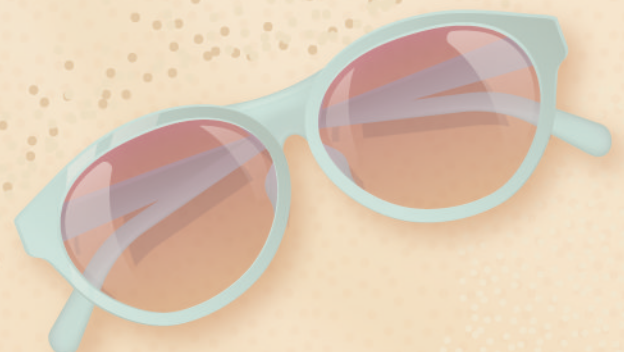
Reception/2411

We have rooms set aside for worshipping for both Christians and Muslims. Ask for guidance at the reception.

Room Service

Room Service/2432

For your privacy and convenience we offer in-room dining at a fee.





Safes

Reception/0

Management will not be liable for any loss or damages of valuable not stored in the safe.

Shopping

GRO 2451

Malls around Nyali area has numerous shops with a selection of great brands. Masai open market within the hotel is open on specific days of the week. Contact reception for more information.

Smoking

GRO 2451

For the comfort of all our guests, we operate a strict No Smoking policy in all of our guestrooms, Conference Rooms and public areas. Designated smoking area zones are available.

Sustainability

GRO 2451

We are committed to environmental responsibility and sustainability. Our initiatives includes waste reduction, energy conservation and supporting local communities.



Taxi

Reception/2411

Taxi services are available 24hrs through reception at a fee.

Trespass

Reception/2411

Entering wrongfully or without proper authority or consent of hotel property is an offence. Hotel is obliged to charge a penalty.



Wake Up Calls

Operator/Reception/2411/0

Please contact our Reception to book for a wake-up call at your designated time.

Watersports

Reception /2411

Water Sports Centre offers a wide range of water sports.

Weddings Events

Sales & Marketing/2614

For wedding planning and honeymoon package contact our sales and marketing.



GUEST INFORMATION PACK

UZIMA

SPA & FITNESS CENTRE

DIAL EXT. 2365



GUEST INFORMATION PACK



SPA OPENING HOURS

Open daily from 08:00 a.m. – 09:00 p.m.

GYM OPENING HOURS

Open daily from 06:00 a.m. – 09:00 p.m.

UZIMA SPA

OUR TREATMENTS INCLUDE

Massages: Hot stone Massage, Uzima Rehabilitative, Aromatherapy Massage, Reflexology massage, Afri-coco massage, Swedish Massage, Healing Massage, Africa pinda, poultice massage, Signature Packages etc

Hand and Feet Care

Hair Salon: Perming, Bridal Hairdo, Hair Coloring, Braiding, Weaving, Wash & Blow-dry, Setting, Haircuts and highlights. All these for Afro- and Caucasian Hair

Body Treatments: Detoxifying & Nourishing Scrubs/ Wraps

Grooming: Eyebrows, Lashes and Waxing

SPA Amenities: Sauna, Jacuzzi, Steam Bath and Whirlpool. We provide Towels, Lockers and Shower rooms.

Facials: Gents fine tuning facial, Express treatment facial, Revive & Glow facial, Organic facial, Hydrating facial, Eternal youth anti-aging facial

UZIMA SPA & FITNESS

Facilities include: gym, Squash, Sauna, Jacuzzi, Steam room and cooling pool, showers and locker facilities.

OUTDOOR ACTIVITIES

Aerobics, beach walk, weekend walk etc

TENNIS & SQUASH COORY

A tennis & squash court with racquets and tennis balls for hire. Book your floodlight session at an extra cost

