

FACT SHEET



Dear Guests,

Welcome to Sentido Neptune Village Resort, a unit of The Sentido Hotels and Resorts, on Kenya's most exquisite Beach. The Management and the entire team is at your disposal to assist you in every way and to ensure you have a 'FULL SENSORY AND EMOTIONAL EXPERIENCE' through out your holiday.

Accommodation

This 4 star resort has a total of 72 Superior and 90 Standard Rooms. It also boasts 2 luxurious junior suites. All rooms have a spacious terrace or balcony, with a set of furniture to relax, TV's, Phones and Safes* are also available in all rooms. Tea/Coffee making facilities and hair dryers are available in the superior rooms and junior suites.

Restaurants

Main Restaurant

The main 'Karamu' restaurant serves breakfast from 07.00hrs to 12.00hrs, lunch from 12.00hrs to 15.00hrs and dinner from 19.00hrs to 00.00hrs (incase the buffet has been withdrawn, please place your order with any of our service staff) with different themes and cuisines. Wines, soft drinks, fresh juices will be served with meals (all inclusive or sale depending on choice). Snacks are served from 1000 – 1800 hrs.

For Room service, Dial 0. (A surcharge of Kshs: 300 per service is applicable.)

Ala Carte Restaurant

Located next to the Swimming pool, The Bustani Restaurant serves an elaborate snack and ala carte menus, with a choice of specialty seafood's like lobsters, prawns and fresh fish available on order*. Bookings can be made with the waiter during the day. (Snacks are served from 1000 – 1800 hrs.) Some meals may carry an extra charge payable locally.

Tea / Coffee Service

Tea / Coffee service is available throughout the day next to Bustani restaurant, with sandwiches, cakes & cookies at regular intervals.

Bars

This 'All Inclusive' Resort has two Bars, one Main 'Furaha Bar' and a Pool Tembo Bar. A variety of local non alcoholic drinks, fresh juices, and soft drinks is served from 10am to midnight. Premium international and local brands are available at an affordable price

Operator/Reception

Dial '0' to Contact the reception and for assistance to make external and international calls

Guest Services

Business center

Secretarial services and internet.
Open from 0700 hrs 2200 hrs

Room Safe

Located in your room closet, there is a daily nominal charge of Kshs. 195 for use of this facility. There are also safes at the reception at Kshs. 100 per day. Please contact the reception for assistance.

Doctor

Visits the hotel at 12:00 noon, and is also on call 24 hrs. Please contact the reception if needed.

Beauty Salon

Unisex salon for African hair styles, braiding, manicure, pedicure, facials and massage services.
Open from 8am till 5pm.

Boutiques

There is 1 boutique at the resort that sells carvings, jewelry, costumes, post cards and other souvenirs. Open from 8am till 6pm. We also organize a weekly traditional African markets for a wider choice and selection.

Courtesy Shuttle.

A shuttle to the local shopping center is available for the guests use at no cost. Kindly contact the reception for the Shuttle timings and to book a seat. (First come, first served).

Other Facilities & Services

Bicycles, Laundry and dry cleaning services, kiddies club, wake-up calls, well stocked library with a TV room, Taxi, Adaptors and Cable TV.

Recreational Facilities

The resort boasts of 2 flood lit Tennis Courts, a Golf putting green, Wind surfing, Diving, Deep sea fishing, Snorkeling, Darts, Billiards, Archery, Beach/Water Volley ball & Table Tennis. There is also a 18 hole golf course near by.
Some services may carry an extra charge payable locally.

Entertainment

We pride in having the best animation team on the coast that keeps the guests entertained all day with a regularly changing animation program including fashion shows, water gymnastics, discos, acrobatic shows and traditional African folk dances to name but a few.

Loss of Room / Safe Key

Always leave your room key at the reception when going to the beach or out of the hotel. A penalty of Kshs: 3,000/- will be charged for a lost room key.

Day Guests

Kshs: 4,000/- per person, entitles visitors to all-inclusive facilities up to 1800hrs.

Check out Time

Contact the reception for assistance with your luggage. Kindly return your room key and all-inclusive bands to the reception on check out.

NOTICE:

Monkeys: Located in what is left of Monkey home, you will occasionally see Monkeys in the hotel. It is strictly forbidden to feed them. The hotel will not be responsible incase of any Monkey aggression.

SENTIDO Neptune Village Resort

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Treat your senses to a holiday