

Welcome

We welcome you to the Baobab Hotel and thank you for choosing to stay with us. This directory of services gives you an insight about all our facilities and services available. We are here to make your stay pleasurable so should you have any additional questions or requests, please contact our reception (ext 0) or any of our team members. We wish you a pleasant stay with us, hoping you will enjoy your time in Hwange.







Our Background

The hotel is nestled on top of the Baobab Hill and etched by the majestic baobab tree- over 600 years old! Baobab Hotel offers an unparalleled scenic view of most of the Hwange town. Like the mighty Baobab tree, the hotel has endured difficult times in the harshest of environments for more than half a century.

Our experience over this period has sharpened our commitment to always try the best we can to make your stay with us as comfortable and as homely as possible. With your unfailing support, all is possible.

The hotel is situated 105km from the Victoria Falls and about a 100km from Hwange National Park. This easily accessible hotel is surrounded by vast savannah trees and the baobab trees. Being the only hotel in the Hwange town area, the Baobab Hotel can cater to very diverse needs from families, couples, single travellers to tour groups. This 50-room hotel brings the feel of African bush to you as you relax in your en-suite room with a view of the surrounding tress.





Front Office

We have a 24 hour reception. Should you require any assistance please do not hesitate to call Ext 0.

Internet services

Each room has wireless internet access as well as in common areas. You should be given a voucher at the reception upon check in. One voucher for each device which is valid for 7 days. Please select 'Baobab Guest" network and enter the voucher code required for your connection.

Key Cards

Please remember to leave the key cards at the reception when checking out. Note that a fee is chargeable should you lose or not hand in your key card.



Duty Management

We have a 24 hour duty manager that can be contacted via reception should you feel the need to speak to a senior person.





Our Rooms

All our rooms are non smoking rooms and are cleaned up to 12pm or earlier. Please note that we are required to clean your room as regularly as possible for health reasons.

Executive rooms – Are charged per room with a maximum number of 2 adults capacity.

Standard rooms – These are charged per head. We have:
Standard Double with a double bed and Standard twin with 2 three-quarter beds.

Check out time is 10am.

N.B. If you decide to extend your stay with us, please check with reception for the room availability.





Appliances

1. Air Conditioning

Every room is equipped with a cooling and warming air conditioning unit for optimal efficiency. Please keep windows and doors closed when air conditioner is in use.

2. Telephone

Please see the tag attached to the telephone handset for more information. Note that our telephones are meant for use in and around the Hotel only and you cannot phone outside the Hotel. However, you can receive calls from outside via our switchboard.

3. Mini Bar Fridge

Most of the rooms are equipped with a mini bar fridge. You can order from our main bar and store your refreshments.

4. Television

Be guided as follows:

1. PSL
2. Premier league
3. Laliga
4. SS Football
5. SS Variety
6. M Net Movies 2
7. M Net Movies 4v
8. TNT
9. Universal TV
10. Studio Universal
11. CNN News
12. ZTV
13. Nat Geo
14. SABC
15. Family Discovery

5. Kettle

Every room has an electrical kettle for those who enjoy tea or coffee.

N.B. Please switch off all appliances when not in use or when you are leaving the room.





Laundry

We offer laundry services at a fee. Find a laundry list in your side bed drawer and kindly fill it in. Leave your laundry on the bed or laundry bag in the bathroom for collection. Housekeepers will not collect any laundry without the laundry list signed.

Sanitation

We change linen after every 2 nights but if you have any special request, please let us know.

Towels

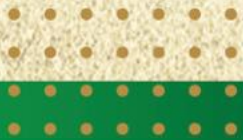
There is a sign in the bathroom, a towel on the rack means I will use it again. A towel on the floor means please replace.

Please follow the instructions so that it is clear to the housekeeper and we will appreciate the effort to help us conserve the Earth's vital resources.

In an attempt to Go Green as a hotel, we are now using the big containers for your shower gel, handwash, lotion that we can recycle. Please DO NOT REMOVE them from the walls.

Non Slippery Bath Mats

Please make use of the non slippery bath mats in the bathroom to avoid any accidents.





Restaurant (ext 156)

1. Meal Times

Our restaurant is open throughout the day and closes at 21:30hrs. Our breakfast is served from 7am-9am. Should you require early breakfast, kindly inform the restaurant or reception a night before. May you also kindly communicate if you wish for any arrangement for late dinners.

2. Dietary Requirements

If you have any special dietary requirements or food allergies, please inform the waiters when ordering.



Baobab Coffee Bar

We have a coffee bar that offers a wide range of coffees throughout the day. The wide selection includes both hot coffees and cold coffees such as cappuccino, espresso, mocachino, hot chocolate, iced latte. You can order from the restaurant.





Bar (ext 159)

Our main bar is open throughout the day and closes at 22.00hrs. We offer a variety of alcoholic and non alcoholic drinks and snacks.

Soft Drinks

Juices

Cocktails & Mocktails

Local Beers

Imported beers

Ciders

Whiskeys

Liquors

Selection of wines

Spirits

Brandy





Conference Facilities

We have an 80 sitter conference room and our conference package includes :

1. Projector
2. Stationery (pens, notepads, flip charts, whiteboard markers)
3. Refreshments (mineral water, cordials and mints)
4. Internet access (Unlimited Wi-fi)
5. Lunch 3 course meal
6. Morning and afternoon teas

- group meetings
- group sessions
- team training
- seminars

For inquiries or bookings,
please contact the reception.





Maintenance

From time to time, things breakdown and require attention but we do our best to restore services as soon as possible. Please contact our maintenance team through reception for any assistance. In case we are unable to repair the fault the same day, depending on availability, we will offer you an alternative room.

Electricity Supply

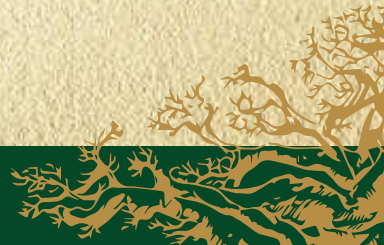
The supply into the Hotel is 220 volts.

Generator - The Hotel has a standby generator that once switched on, all normal electrical functions are restored.

Please help in saving energy by switching off the air conditioner and television when not in use.

Borehole and Water Supply

The Hotel runs mainly on borehole water. We live in an area where water supply is generally a problem and supply is intermittent. We therefore appeal for you to use water sparingly because of the scarcity of this resource. Please make sure that all water supply points are tightly closed when not in use.





Health and Safety

We would like to alert you that we are in a Malaria prone area and all precautions should be taken to avoid contracting the disease. Please request for a mosquito net if your room does not have one.

We also have insect killer sprays in rooms which you can use.

N.B. Do not remove the insect killer sprays from the rooms.

Security

We have a 24 hour security team that patrols throughout the entire property, however, do your utmost to secure your belongings as the hotel will not be held accountable for any loss/damage.

Emergency numbers

In case of any emergency these are the numbers to dial:

ZRP Hwange – 0281 32750

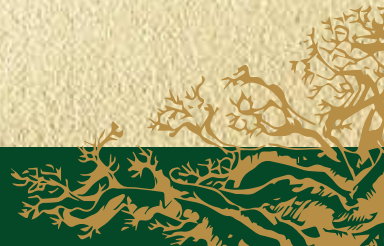
FIRE Hwange local Board – 0281 33157

Dr Muronzi – 0771 928 666 / Dr Makoni 0281 2830988

Wild Animals

Wild animals including baboons and monkeys are dangerous!

DO NOT FEED THEM. Baboons and monkeys will enter rooms through windows and doors that are not closed. Please close all windows and doors especially when leaving your room.







Swimming Pool

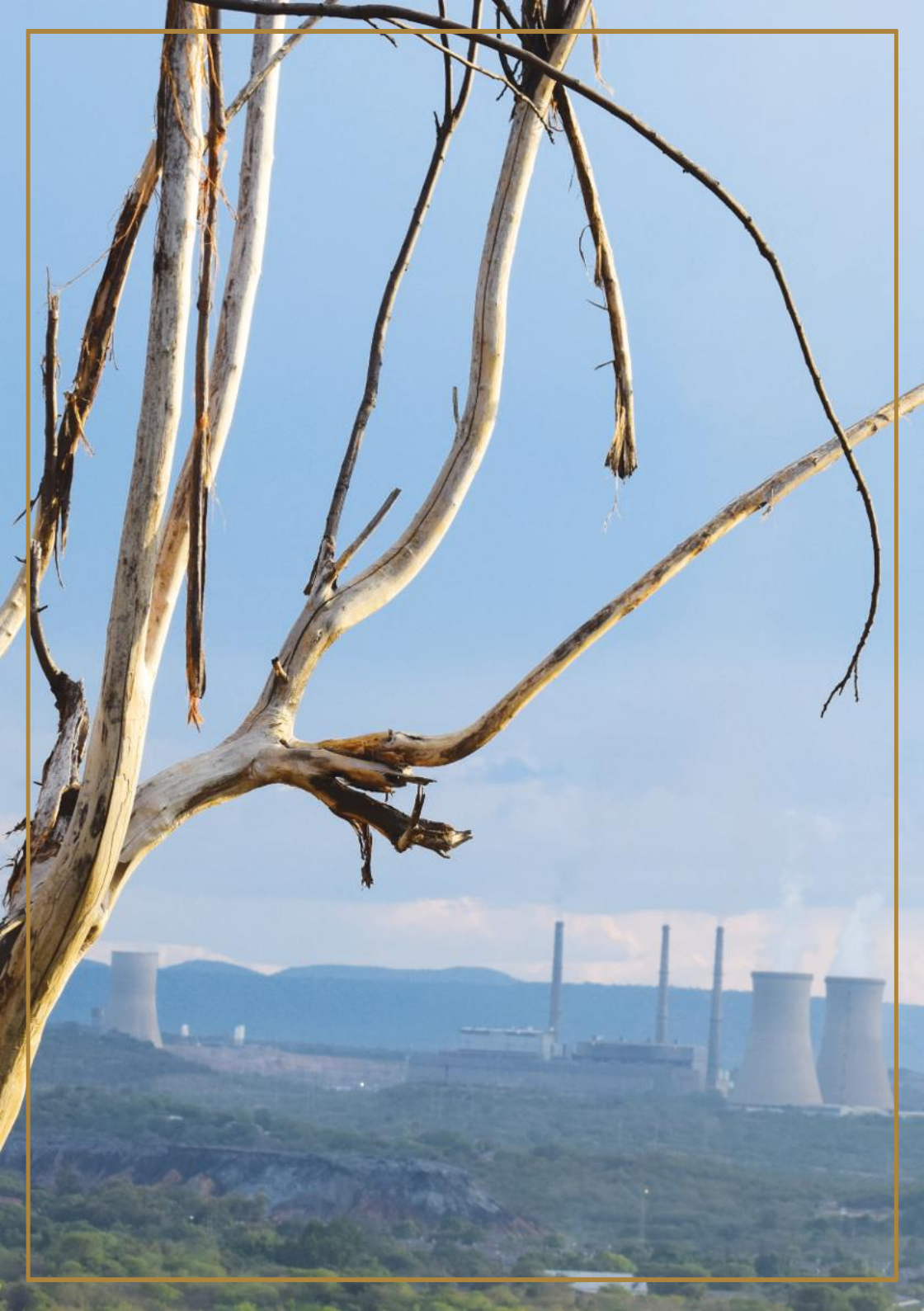
We have 2 pools, one for adults and the other one for kids. Do not leave children unattended at the pool area. It is a prosecutable offence to remove white towels from your room. Please inquire about pool towels from the Front Office.

Our Pool opening times are:

Summer - 07.00 – 22.00 Winter - 08.30 – 18.30

N.B. No Lifeguard or Swimming Instructor is available.







The View Point



Visit the view point that gives a panoramic view of the Hwange Town. You can also see the Hwange Power Station, Mines, The Golf Course from this site.





Map of Hwange Town

