



Michamvi Road, Pingwe - Zanzibar

[www.zeruzeru.org](http://www.zeruzeru.org)—[info@zeruzeru.org](mailto:info@zeruzeru.org)—Whatsapp +255 773 235 016

Follow us on Facebook and Instagram @zeruzeruzanzibar!

#### **OFFICE HOURS**

Staff is around from 8 am to 7 pm. In case of emergency, you can reach us overtime, at: +255 773 235 016 (whatsapp available too).

#### **CHECK IN/OUT**

Check in is from 1pm to 7.30pm on the day of arrival; for late arrivals, please notify. Check out is by 11am on the day of departure. Late check out/early check in are possible on request and subject to availability, according to the arrivals of the day.

#### **ELECTRICAL SOCKETS**

The electrical sockets in the rooms are the UK standards. Adaptors are available but you can bring yours if you have one that fits.

#### **LAUNDRY**

The Lodge has a laundry service available on request, with fee. Ask at Reception.

#### **INTERNET**

A free WiFi internet connection covers almost the whole Lodge. Ask Reception for your password. We suggest our guest to buy a local sim (*Halotel* is actually the best company for quality/offer/signal), in order to get a local number in case of emergency avoiding to waste money with a stranger sim and to have always an exclusive fast internet connection; we would be happy to assist you at your arrival.

#### **RESTAURANTS**

*Zeru Zeru Restaurant*, inside the Lodge, is open daily from 7.30am to 10am (breakfast time), from 12pm to 2pm (lunch time) and from 6pm to 9pm (dinner time). Reservation is needed.

*Pambazuka Restaurant*, on Pingwe beach, just opposite to The Rock Restaurant, is open daily from 11am to 6pm. It serves local dishes, seafood and special beach dinner on request. Our guests can also enjoy the sunbeds on the beach, sipping a cool drink. Both Restaurants handle their bills and payments.

#### **BEACH**

The nearest beaches of *Kae* and *Pingwe* are sandy but the sea bottom could have reef and sea urchins, so it is advisable to have proper footwear. To avoid sunburns or sunstrokes, we suggest to protect yourself with a sun-screen suitable to your skin type, avoiding the sunbathing in the hottest times of the day. We recommend also to drink a lot of water during the day, to avoid dehydration.

#### **BIKES**

We provide free bicycle to our guests available at the Lodge entrance. Borrow yours to explore the neighborhoods!

#### **VISA**

On arrival, at the airport, you must pay the tourist visa (50\$ per person). At the exit, according to the airline and the nationality, you may be required to pay an exit tax, ranging around 45\$ per person.



Michamvi Road, Pingwe - Zanzibar

[www.zeruzeru.org](http://www.zeruzeru.org)—[info@zeruzeru.org](mailto:info@zeruzeru.org)—Whatsapp +255 773 235 016

Follow us on Facebook and Instagram @zeruzeruzanzibar!

## TERMS AND CONDITIONS

### CANCELLATION POLICY

Our cancellation policy terms are:

- cancellation within 7 days of arrival: no penalty;
- cancellation from 6 days till the arrival date: penalty 100% of the total stay;
- not show, change, cancellations after check in: 100% penalty for the total stay.

During certain periods like Peak Season (23/12-07/01), terms changes like:

- cancellation within 30 days of arrival: no penalty;
- cancellation from 29 days till the arrival date: penalty 100% of the total stay;
- not show, change, cancellations after check in: 100% penalty for the total stay.

### PAYMENTS

**The Lodge requires the payment of your reservation at the arrival.** Extras, additional nights or any supplement added later, will be settled at the checkout. The **main currency is the USD** (banknotes issued after 2006 only). The Lodge accepts also Euro or Shillings, according to the lodge' exchange rate. In certain period could be required an advance payment.

Please note that the nearest ATM is in Stone Town (75min. away), in case you would need some cash/exchange; we suggest you to do it at the arrival, in one of the several ATM/exchange offices just outside the airport.

**The Lodge will charge to each guest 1\$ per person per night as *Infrastructure Tax*, to be paid in USD only.**

Any purchase done inside the Lodge (accommodation, excursions, transfers, boutique etc), except for the 2 Restaurants (where clients have to pay their bill directly), have to be paid only at the Reception. The Lodge' staff is not allowed to take any payment.

### SAFETY:

The Lodge won't be responsible for any valuables left unattended in the rooms or the Lodge premises.

**WE REMAI AT YOUR DISPOSAL FOR ANY INFORMATION OR DOUBT REGARDING YOUR STAY.**