



# SERENA HOTELS

SAFARI LODGES AND CAMPS  
HOTELS • RESORTS

## LAKE KIVU SERENA HOTEL

Lake Kivu Serena Hotel is located in the resort Rwandan town of Gisenyi, on the shores of Lake Kivu, the sixth largest lake in Africa. The hotel is ideally situated on a sandy palm-lined beach, with the nearby Virunga Volcanoes providing a spectacular backdrop on one side and a panoramic view of the lake on the other.

**Jonathan Cheres**  
General Manager

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## ACCOMMODATION

### Total number of rooms and suites 66

- 36 Superior rooms  
(1 specifically adapted room for the physically challenged)
- 6 suites
- 23 family rooms

### CHECK-IN FACILITIES

- Express Check-in 12.00hrs and  
Check-out 1000hrs

### HOW TO GET THERE

- The hotel is 160 km from Kigali  
(a 20-minute flight from Kigali  
International Airport)
- Tour buses & taxis available\*

### ROOM AMENITIES

- 24-hour room service
- Telephone
- Free Wi-Fi
- In-room Satellite TV
- Private safe
- Tea and coffee-making facilities
- Hairdryers
- Safety deposit box
- Power supply 220V/50Hz
- Type G and E power plug  
sockets

### GUEST SERVICES

- Wi-Fi Connectivity
- 24hr doctor on call

### SPECIAL FEATURES

- Newsstand
- Concierge service
- Car Park
- Duty Manager 24 hrs.

### DINING AND BEVERAGES

- Kiyaga Restaurant
- Ziwani Café – all day service

## ACTIVITIES/EXPERIENCES

- Gym
- Paddleboats\*
- Watersports at the Private  
Beach
- Massage Services \*
- Motor Boats \*
- Lake fishing (nearby)\*
- Tennis and volleyball
- Nature Walk
- Swimming pool
- Cycling\*

## CHILD-FRIENDLY SERVICES

- Family rooms
- Babysitting
- Children's menu
- Baby Cots
- Boat trips
- Little Explorers Activities

## CONFERENCE FACILITIES

- An air-conditioned ballroom
- Two spacious and  
interconnecting conference and  
event areas
- A private air-conditioned  
boardroom
- Outdoor reception areas
- Business center
- Free Wi-Fi connectivity
- Audio-visual facilities
- Video Conferencing
- Translation/interpretation  
facilities
- Private entrance and function  
lobby
- Extensive private parking.

## PLACES OF INTEREST

- Gorilla-trekking in the  
Volcanoes National Park \*
- Volcano climbing in the  
Volcanoes National Park

**NB\* CHARGEABLE**