



LAKE KIVU SERENA

HOTEL

RWANDA

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.

Alex Maboko
Hotel Manager

Direct contact

P.O Box 7469, Kigali.

Tel: +250 788 200 430/ 252 541 100

Email: kivu@serenahotels.com

Web: www.serenahotels.com

Tanzania

Arusha Central Reservations

Tel: (+ 255 27) 297 0360 /0784 620 663

Email: reservations@serena.co.tz

Kenya

Regional Support Center

Williamson House, 4th Floor

4th Ngong Avenue – Nairobi.

Tel: (+254-20) 284 2000, 732 123 000

Email: marketing.kenya@serenahotels.com

South Africa

Sales & Reservations Office

2 Tafelberg Road, Kenridge, 7530

Cape Town, South Africa

Tel: +27 82 464 1602

Email: chantelle.mogg@serenahotels.com
reservations.johannesburg@serenahotels.com

GUEST ROOM INFORMATION

Total number of rooms and suites - 66

- 36 Superior Rooms
(1 specifically adapted room for the physically challenged)
- 23 Family Rooms
- 6 Suites

CHECK-IN FACILITIES

- Express check-in 1200hrs and check-out 1000hrs

HOW TO GET THERE

- The hotel is 160 km from Kigali
- Tour buses & taxis available*

ROOM AMENITIES

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

GUEST SERVICES

- Swimming pool
- Wi-Fi connectivity
- 24hr doctor on call

SPECIAL FEATURES

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

DINING & BEVERAGES

- Kiyaga Restaurant
- Ziwani Café – all day service

ACTIVITIES & EXPERIENCES

- Gym
- Nature walk
- Tennis and volleyball
- Watersports at the private beach
- Cycling*
- Motorboats*
- Paddleboats*
- Massage Services*
- Lake fishing (nearby)*

CHILD-FRIENDLY SERVICES

- Boat trips
- Baby cots
- Babysitting
- Family rooms
- Children's menu
- Little explorers' activities

CONFERENCE FACILITIES

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

PLACES OF INTEREST

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

NB: * CHARGEABLE