



GOMA SERENA

HOTEL

Set in the heart of the North Kivu's capital, Goma Serena Hotel is set on the shores of Africa's 8th largest fresh water, Lake Kivu. It is the only 5-star hotel in Goma, strategically located with ease of access to main historical and tourists attractions sites such as Virunga National Park, Kahuzi-Biega National Park and the active volcanic Mt. Nyiragongo.

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General Manager

Direct contact

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GUEST ROOM INFORMATION

Current number of rooms -109

- Presidential Suite - 1
- Diplomatic Suite - 1
- Executive Suite - 9
- Junior Suite - 9
- Superior Deluxe - 11
- Twin Deluxe Rooms - 9
- King Deluxe rooms - 69

CHECK-IN FACILITIES

- Express Check-in 1230Hrs
- Express Check-out 1000Hrs
- Late Check-out * 50% room rate

HOW TO GET THERE

- To Goma Airport - 7 Kms*
- To Grand Barrier – 3 Kms *
- Taxis and Shuttle services available*
- Limousine services available*

ROOM AMENITIES

- Free high-speed Wi-Fi
- In-room safe
- Iron with Ironing board
- Flat-screen TV with Satellite Channels
- In-room Mini bar*
- Air conditioning
- Hair dryers
- Power supply 230V/50Hz
- Universal Non-Switch Sockets 13amps

GUEST SERVICES

- 24-hour room service*
- Laundry and valet services*
- House doctor on call 24hrs
- Modem hook-up for computer
- Tea/Coffee making facilities
- Duty Manager 24hrs
- Concierge and Porter services

SPECIAL FEATURES

- Bambara Business Lounge
- PWD (persons with disability) friendly room
- Gift shop & News stand
- Patisserie with coffee Bar*
- Extensive Gardens
- Outdoor Swimming Pool
- Car Park with Valet services
- Unisex Beauty Salon*

- Cater for special dietary needs (vegetarian, Kosher, gluten-free, Vegan) with advance notice

FAMILY-FRIENDLY

- Family/ interconnecting rooms available on request
- Baby-sitter on request
- Children's dining /menus
- Separate Kid's pool (shallow pool area)

DINING AND BARS

- All-day dining restaurant –The Lac Kivu
- The Pool bar and Terrace – The Kahuzi-Biega and Terrace
- The Bambara Lounge
- Nyiragongo Night Club

IN-HOUSE FACILITIES

- The 'Maisha' Health Club and Spa offers a state-of-the-art gymnasium, an aerobics studio, a sauna, a steam room, and a juice bar.
- Massage services*
- Detox and aromatherapy treatments*

BUSINESS SERVICES

- Secretariat Services*
- Travel support - for flight reconfirmations/bookings

CONFERENCE & EVENTS FACILITIES

- Interactive state-of-the-art conference/ banquet room
- 4 Meeting/ breakout rooms
- Free Wi-Fi connectivity for delegates
- Delegate registration desk on request
- Events Management
- Wedding Receptions

PLACES OF INTEREST

- Mountain Gorilla trekking*
- Chimpanzee trekking*
- Nyiragongo active volcano excursions*
- Lake Boat Ride
- Water sports
- Customized City Tours

NB: * CHARGEABLE