



GOMA SERENA HOTEL

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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.

James Nzavwala
General Manager

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GUEST ROOM INFORMATION

Current number of rooms - 109

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

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

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

GUEST SERVICES

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

SPECIAL FEATURES

- Extensive gardens
- Gift shop & news stand
- Outdoor swimming pool
- Car park with valet services
- Bambara Business Lounge
- PWD (persons with disability) friendly room
- Unisex beauty salon*
- Patisserie with coffee bar*

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

FAMILY-FRIENDLY

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

DINING & 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

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

PLACES OF INTEREST

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

NB: * CHARGEABLE