



BISATE

Guest *information*

YOUR STAY AT BSATE LODGE

# Welcome to Bisate Lodge

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Welcome to Bisate Lodge in Rwanda, “The Land of a Thousand Hills!” We hope that this is the start of an unforgettable experience with one of Africa’s iconic Critically Endangered species, the mountain gorilla.

You’ll notice that Bisate is located in the natural amphitheatre of an eroded volcanic cone, with a view out towards Volcanoes National Park. The name bisate means ‘pieces’ in Kinyarwanda, describing how the cone was once whole but worn away by natural erosion. At Bisate, you will be able to explore the surrounding area, meet local people, immerse yourself in Rwandan culture and most importantly be part of a far greater purpose, to conserve this land and its wonderful wildlife, both great and small, while benefitting the community.

We hope your stay with us will be enjoyable and life changing.

For your information, safety and to enhance your stay, we have set out a few details regarding the area, camp and its activities. Please take the time to read this booklet, as we believe it will contribute greatly to your enjoyment of Bisate Lodge.

Warm regards,

The Bisate Lodge Team

*Our journeys change lives*

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## ELECTRICITY

Electricity is provided from the main grid and supported by a backup generator power system. Each forest villa has 220V plug points for charging of batteries and for the use of sleep apnoea machines. Please bear in mind that power needs to be carefully conserved – lights and electronic equipment should be turned off when not in use.

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### WATER

Water in the taps has been filtered and is safe to drink but we recommend that you drink the purified water provided in the main area or in the glass bottles provided in your villa. In keeping with our environmental policies we are striving to cut down on our use of plastic; as such, a reusable water bottle will have been given to you to use. We recommend that you drink plenty of water, particularly if you are taking malaria tablets.

Bisate uses the Natura® water purification system and sparkling water maker – an environmentally-friendly alternative to bottled water. The hi-tech water purification system dispenses chilled, sparkling, still and ambient water through a patented three-step filtration process eliminating impurities while retaining healthy, thirst-quenching minerals. In addition, the Natura® water purification process removes sediments, chlorine and pollutants as well as reduces heavy metals, pesticides, chemicals, bacteria and viruses.

The water for your shower and basin is heated by an energy-efficient thermodynamic geyser. Should you experience any lack of hot water please do not hesitate to ask a staff member for assistance.

Please remember that even in the rainforest, water is one of Africa's most precious resources. Please be frugal in your usage and close any taps when you have finished.

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## LAUNDRY

Complimentary laundry services are provided on a daily basis. Please leave any items for laundry in the basket provided, and weather permitting, these will be returned to you on the same day. Be sure to fill in the list provided with details of your laundry.

A mesh laundry bag is supplied for 'smalls,' which is machine washed. Washing powder is also available and can be requested for private use.

As an environmentally-aware company, we strive to reduce our water usage where we can. Since towel washing consumes an enormous amount of water, we follow the same policy used by most top establishments around the world: should you want your towels washed, please place them in the laundry basket supplied. Towels not in the laundry basket will be hung up for you to reuse.

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## WASTE WATER TREATMENT PLANT

As the camp makes use of a waste water treatment plant, we ask you to refrain from flushing any chemicals or foreign objects down the toilets as this will seriously affect the system's efficiency. Please use the receptacles provided for any sanitary items.

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## AMENITIES

We endeavour to provide environmentally-sound products in all our camps. We therefore please ask that guests refrain from using their own products and utilise the amenities we have on offer.

Palm oil or its derivatives are almost always to be found in bars of soap. Given the damage to forests through palm oil production, we have decided to provide liquid soap – a far more eco-friendly option – in our camps. If you prefer to use a soap bar, please ask management, as we do keep a supply for those who wish to do so.



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## VALUABLES

We strongly advise that you lock up all valuables and money, as we would prefer to remove temptation and avoid embarrassment. Please make use of the small electronic safe in your room – and do not forget to retrieve your belongings on checkout

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## BAR AND PURCHASES

All drinks from our bar are complimentary, with the exception of imported champagne and reserve wines and liquors. The wine list is available at the bar. All the wines are carefully selected from the finest vineyards and are especially chosen by our chefs to complement the excellent food.

All payments for additional purchases and bar accounts can be settled at the end of your stay – we accept cash (Rwandan Francs, US Dollars, GPG Sterling, South African Rand and Euros), and VISA and MasterCard credit cards. We regret that we cannot accept Diner's Club, American Express credit cards or travellers' cheques.

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## **WI-FI**

You will be able to make use of complimentary Wi-Fi within the comfort of your Forest Villa. Your Wi-Fi password will be provided to you on arrival. We do not offer Wi-Fi access in the communal areas of the lodge; the idea of disconnecting in order to reconnect has always been a part of Wilderness Safaris' promise to guests – offering you space, intact ecosystems and the opportunity to connect with nature, family and friends and indeed yourself.

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## **SMOKING POLICY**

We ask that you be sensitive to non-smokers in camp. Please note that we have a strict No Smoking policy of both regular cigarettes and e-cigarettes in our main area, vehicles and guest villas, except on the outside decks.

# Lodge *Layout*

