

## Frequently asked questions:

- **Do you have non-smoking rooms?**

It's forbidden to smoke in every room and restaurants as well except in Kijiji Restaurant we have an area on the terrace where you can smoke.

- **Do you have wheelchair accessible rooms?**

Yes, we have wheelchair accessible rooms. (45, 47, 49, 50, 51 ,13, 14)

They are subject to availability.

- **Do you have rooms with separated bath and toilet?**

Yes, we have Masai room category.

- **Room amenities, bath amenities and rental items.**

Room amenities:

Television, Telephone (1\$ per minute local call and 2\$ per minute international call.) mini bar, slippers, safe box, mosquito net.

Bath amenities:

hair dryer, toilet seat with bidet functions, bath towel, face towel, hand towel, bath gel, shampoo, body lotion, conditioner, sanitary bag, comb, vanity set, sewing kit, soap, shower cap, magnifying mirror.

- **Is laundry service available?**

Yes.

Drop-off: anytime.

Laundry will be delivered to your room after minimum of 24 hrs. For express service within 12hrs, an extra cost of 50% will be applied.

- **Is it possible to check-in before 14.00 PM ?**

Early check-in is possible based on availability, please let us know your request in advance.

- **Can I borrow a baby carriage?**

We don't have any baby carriage but we have baby chairs for the restaurants.

- **Can I borrow a wheelchair?**

Yes, we have wheel chairs for the guests. Please make a booking in advance as the availability is limited.

- **What can you arrange to celebrate anniversary?**

Upon your request, we can arrange a cake, bunch of flowers and a bottle of champagne (fee applies), special decoration on the veranda and "one table" restaurant special for weddings and anniversary.

Please contact us for more details and prices.

- **Can I change my reservation?**

It depends in which season and on the in house bookings.

Please contact us for details on [info@karafuuzanzibar.com](mailto:info@karafuuzanzibar.com)

- **Can I connect to the Internet?**

Complimentary WiFi access is available at the lobby area (limited bandwidth), however, fee applies to the wifi connection in the guestrooms.

- **Is there any plan which allow me to stay with my pet ?**

Pet are allowed in restrict areas.

- **Are there any wheelchair accessible restaurant?**

Kijiji restaurants (main restaurant) and Masai restaurant are wheelchair accessible.

Please tell us upon arrival and our staff will show you to the table.

- **Is there any children friendly restaurants?**

All the restaurants and bars are children-friendly.

- **Can people with allergies use the restaurants?**

If you have any allergies, please let the staff know in advance. If you have any concerns, please feel free to share them with us. We will do our best to meet your demand so that you can enjoy your meal without worry.

- **Is there any restaurant halal dishes available in restaurants?**

Yes, it's available. Please let us know when making a reservation.

- **Is there a dress code for restaurants?**

Swimming costumes are not allowed.

- **Is there any foreign currency exchange?**

Yes, this service is available at the bureau of change.

- **Is there a spa in the hotel?**

Yes, our Samawati front sea view SPA is our highlights.

- **How much is the parking fee?**

It's free of charge.

- **Can you arrange a rental car?**

Yes, please contact the front office.

- **Do you have conference facilities?**

Yes, we have two conference rooms.

- **Do you offer any excursion?**

Yes, we offer a large option of all around the island. Please send us an email and we will give you all the prices.

- **Is it possible to get married in your hotel ?**

Of course, our hotel is very well known for fantastic weddings and we celebrate many weddings every year.

We have special honeymooner packages.

- **Do you have a kindergarten?**

We have a special area dedicated to our young guests well equipped and on request we can offer babysitting service.

- **Which sports do you have?**

We have gymnasium, beach volley, Tennis, Table Tennis, Soccer, Petanque, Pool table.

- **Do you have any animation program?**

Yes, we have weekly animation program like Masai dancers, live band on the terrace of the main restaurant, acrobats show etc.