

## **Pongwe Beach Hotel – Guest Information Folder**

A very warm welcome to Pongwe Beach Hotel and we hope you have a lovely stay with us!

Set on a beautiful beach in a secluded part of the island we are here to offer you some well deserved R&R helped along by lovely warm sunny weather, great food, delicious cocktails and a helpful smiling face at every turn!

Please don't be shy about coming and speaking to us at Reception with any questions, queries or requests that you may have about rooms, meals, excursions and so forth – and we will do our best to advise and help you, it's what we are here for!

### **Rooms**

The hotel operates on mains electrical power (220V-240V AC). We do experience power cuts at times and do have a back-up generator which will kick in after 1-2 minutes.

Water in the taps and toilet in your room is salty as it comes from a well on the property. As the tide rises the sea water filters through the coral and mixes with the well water giving the salty mix. Housekeeping do supply a 1.5litre complimentary bottle of mineral water on a daily basis for brushing teeth, drinking water. Additional bottled water can be purchased at the bar.

Should you have any concerns / problems / maintenance issues with your room please don't hesitate to speak to us at Reception.

Kangas, robes, hats, umbrellas and beach baskets are provided in your room for use whilst you are with us. Please leave the robes and kangas in your laundry basket and hats, umbrellas and beach basket on the coconut wood cupboard upon departure. Should you wish to purchase your kanga / robe kindly see us at Reception.

### **Valuables**

We encourage you to store any valuable items such as money, passports, mobile phones, jewellery in our safe at Reception. The hotel does not take responsibility for any valuables not kept at Reception.

You may access your valuables as often as you require between 6am and 10pm daily.

### **Laundry**

Please place any laundry that you would like done in your laundry basket ensuring that you sign and complete the applicable laundry list ticking number of items, indicating room number and date.

Please note that items are machine washed, sun dried and ironed. We do not accept any responsibility for delicate items.

Laundry placed in your basket in the morning is generally returned the same day at turn-down weather permitting.

### **Security**

For your safety we have 24 hour security on the premises. In the event of a fire please leave your room immediately and gather on the beach in front of the restaurant / bar area where our staff will meet you and give further instruction.

As our Reception closes when the last guest goes to bed – should you have an emergency after this time please call for security who will summon one of the Managers to assist.

### **Food and Beverage**

At Pongwe Beach Hotel we offer a delicious international menu with a Zanzibari touch! Many of our products are sourced from farmers and fisherman on the island and mainland; providing our kitchen with the fresh produce to give you a wonderful dining experience during your stay. Our menu changes on a daily basis. Should you have any specific dietary requirements or special requests please don't hesitate to speak to Chef who, as long as he has advance notice, will be more than happy to assist.

Meal times:

Breakfast – 7.30am to 10.00am

Lunch – 12.30pm to 3.00pm

Snack menu – 12.00pm to 6.00pm

Dinner – 7.00pm to 9.00pm

**Bar - Last round called at 12.45am and closes at 1am**

Early morning teas and coffees: please place your early morning tea / coffee order with Reception. This will be left quietly on your balcony any time from 7am onwards for when you wake up. Delivered in a thermos with the applicable requested condiments.

Self Service Tea / Coffee Bar is set up after breakfast daily and you are most welcome to help yourselves throughout the day. Freshly baked treats are put out at 3.00pm daily with the teas / coffees so do tuck in!

Complimentary tropical fruit is delivered daily to you on the beach / at the pool at 4.00pm

Cocktail Happy Hour – between 5.00pm and 6.00pm served with bar snacks

Beach Service – a green flag is provided in your beach basket. If you would like waiter service whilst on the beach please place your flag in the sand at the end of your beach bed and we will attend to you shortly.

Dress Code – Casual

\*\*\* NO NUDITY / TOPLESS BATHING is allowed

### **Telephone and Internet**

Local calls from our hotel phone at Reception are charged at 50 US cents per minute and international calls are charged at US\$ 1 per minute.

Complimentary WiFi is available – you do require a separate login code for each device which is available from Reception. We also have a laptop in the Library available for our guests use.

### **Check Out, Payment and Tipping**

Check out time from your room is 10.30am – kindly remember to had your room key in at Reception.

A shower and changing room is available for guests departing later in the day. Luggage is stored at Reception.

All bills are signed for on a daily basis and settled upon departure at Reception. Please note that we do not take payment at the bar / restaurant.

Payment at the methods accepted at the end of your stay:

We accept USD cash (notes earlier than 2006 are NOT accepted in Tanzania / Zanzibar), Tanzanian shillings, GB Pounds (we do NOT accept GBP 50 notes) and Euro.

We do accept Visa / MasterCard / American Express – **PLEASE NOTE** that there is a 5% service charge on payment by card at the hotel.

Tipping is at your own discretion and this can be done at the end of your stay. The Staff do request that you do not tip individually as they have a communal system where all tips are recorded in their tip book, added up at the end of the month and divided equally amongst all staff members.

Drivers are not included in the Staff tipping system so please feel free to tip drivers separately.

### **Emergencies**

We do have a doctor in the area who can be called out – minimum consultation fee is US\$ 60. All charges for medical services need to be settled directly with the Doctor.

### **Resident Wildlife**

We do have a few resident cats at the hotel who do enjoy a bit of attention. Please do NOT feed the cats – they are well fed by us. If they are being a nuisance please don't hesitate to let us know and we will attend to them.

The Bush Babies (Greater Galigo) can be seen in the evenings when they come for their fruit snack in the bar area. Kindly remember that they are WILD animals – do NOT feed them or touch them.

### **Tides**

On the east coast of Zanzibar with our shallow gradient towards the sea we are subject to large tidal differences between high and low tide. We keep a current tide chart at Reception so you can see when high and low tide will be during the day and best times for swimming.

Exploring at low tide is great fun – please ensure that you have flip flops on the further out you go as there are sea urchins and razor clams which are unpleasant to stand on. We do sell plastic flip flops at Reception.

During windy periods we do get jellyfish blown into shore – should you get stung please come to Reception and we will administer vinegar which aides in neutralising the sting and you should feel fine after 15-20 minutes.

### **Activities and Excursions**

We do have kayaks, paddleboard and mountain bikes available free of charge for guest use. Captains Ali and MK are very happy to take you snorkelling and hand line fishing at Pongwe Reef. Enquire at Reception for times and prices. Snorkeling equipment is provided – adult sizes only.

### **The Surrounding Area**

We do stock a selection of essential toiletries and other useful bits and pieces – if we do not have your particular item in stock we do have drivers going into Stone Town generally on a daily basis and will try our utmost to procure the item that you need.

Variety is the “spice” of life!! So to give you a bit of an idea of dining and drinking options within walking distance of Pongwe Beach Hotel:

- Tulia Resort, which is right next door to us on the other side of the swimming pool, is a 5 star resort and offers a set 3 course menu for US\$ 50 per person. Advance bookings are essential and we can get a copy of the daily menu for you to have a look at. Payment to be made directly at Tulia – they do accept payment by card with a 5% charge. Scooter hire is also available at Tulia – they will arrange your driving permit and payment is made directly at Tulia.

- Season’s Lodge is a 5 minute walk down the beach towards Pongwe Village. They have a super relaxed vibe going on and their restaurant offers an A La Carte menu. Bookings are not essential but we are happy to phone ahead for you. If your inner party child needs to let loose, Michael hosts “Sunday Sessions” poolside at Seasons Lodge with chilled vibes by DJ Lox every Sunday from 12pm!

- The Pongwe Rock Restaurant and Bar (Italian run – NOT “The Rock Restaurant”, Michamvi) located on a coral outcrop just off the beach near Pongwe Village has a small restaurant.

If you feel a little more energetic, why not take one of our mountain bikes and ride up to Kiwengwa which is a larger village 45 minutes bike ride from Pongwe. We can also arrange a taxi for you. (US\$ 30 round trip for the vehicle)

There is a coffee shop selling tasty tit bits, a little supermarket should you have run out of any essentials; or one can pop into Blue Bay Resort. Oasis Spa is located at Blue Bay – another option for a little TLC! Bookings essential – please enquire at Reception.

If you would like a little pampering we can assist in arrange the following Spa / Massage options (advance booking essential – please enquire at Reception for more information and bookings):

- Sophia, a local Zanzibari lady who will come to the hotel; she does the massage in the chill out area by the pool on one of the beach beds - her prices range between US\$ 25-50 per treatment and she offers Swedish / Deep Tissue / Aromatherapy / Back and Neck as well as manicure & pedicure.

- Oasis Spa at Blue Bay Resort (taxi round trip is US\$ 30 for the vehicle and 15 minutes each way)

- The Spa at Melia (taxi round trip is US\$ 40 for the vehicle and 20 minutes each way)

- Inaya Spa at Tulia. They are right next door to us so you can just walk on the beach at low tide or along the path at high tide.

### **A Bit of Zanzibari History**

Zanzibar is popularly known as the “Spice Island” and is located in the Indian Ocean about 30km off the coast of mainland Tanzania. It is actually part of an archipelago with two main islands being Zanzibar (also known as Unguja) which is the larger of the two; and Pemba, the smaller island.

Zanzibar was incorporated into the United Republic of Tanzania in 1964. In 1992 the island had a population of 723,300. Zanzibar has its own democratically elected president and government which run the internal affairs of the Islands.

The earliest visitation to Zanzibar was in the 8<sup>th</sup> Century, when the Arab traders arrived. And it has seen an influx from the British, Dutch, Portuguese, Phoenicians, Assyrians, Indians, Chinese, Persians, Arabs and Sumerians at various times in its history.

The first English ship to visit Zanzibar was the “Edward Bonaventure” in 1592 under the command of Captain James Lancaster.

Zanzibar’s Serena Inn on the Stone Town waterfront is a splendid example of the careful preservation of historic buildings. The project undertaken by the Aga Khan Fund for Economic Development, owner and manager of the Serena Hotels, involved the restoration and rehabilitation of two historic buildings: the old Extelcoms Building and the Chinese Doctors’ Residence.

Zanzibar has the largest number of carved doors in East Africa and Stone Town has over 50 mosques and 4 Hindu temples. The mosque at Kizimkazi is the oldest remaining building on the island dating back from the 11<sup>th</sup> century.

The House of Wonders is one of the first buildings in East Africa to have electricity and Stone Town’s oldest existing building.

Zanzibar was brought into close touch with Europe by the opening of the Suez Canal in 1869, the inauguration by the British Indian Steam Navigation Company of a monthly service between Aden and Zanzibar in 1872, and the laying of a cable by the Eastern Telegraph Company in 1879.

In 1872 the island of Zanzibar was hit by a severe hurricane, which destroyed two thirds of the Clove plantations and Coconut trees.

Zanzibar was so important in trade and culture, that a US senator in the last century is said to have been campaigning to make it like Hawaii, one of the States of the USA. In fact the USA was the first country to recognize the importance of Zanzibar in world business by installing the first electricity Generator facility in East Africa on the island.

Zanzibar enjoyed Electric Street lighting much earlier than London, which was still using gas lamps at the time; with this came the first elevator to be installed in East Africa, at the Beit-el-Arab (House of Wonders) in Stone Town, which is still in use today.

Zanzibar Railroad Company was formed with the Head Office at 89-92 Beaver Street in New York. Sultan Bargash ordered construction of a new seaside palace – Chukwani – six miles from Stone Town centre. A light 2ft gauge railway was laid with open side horse drawn trams to ferry the sultan and his entourage to and from the town.

## **TOURING ZANZIBAR**

### **Stone Town**

The old city and cultural heart of Zanzibar, little has changed in the last 200 years. It is a place of winding alleys, bustling bazaars, mosques and grand Arab houses. You can spend many idle hours and days just wandering through the fascinating labyrinth of narrow streets and alleyways. Stone Town has some excellent gifts shops with plenty of souvenirs and handicrafts to choose from; as well as a rather extensive selection of restaurants for lunch and dinner, and a refreshing cocktail watching the sunset.

Taxi trip takes one hour each way and costs US\$ 100 return for the vehicle which is put on your room bill

### **Stone Town Sunset Dhow Cruise**

View Stone Town from a different angle and imagine how the early sailors felt when they approached Zanzibar under the serenity of the sail and the gentle breeze. One Ocean based opposite Livingstone's restaurant and NBC bank, operate an evening Sunset Cruise leaving the dive shop at 5.30pm.

US\$ 30 per person payable in cash or by card with 5% charge (minimum 4 people) – beers, wine, sodas and snacks and included

### **Spice Tour**

The history of Zanzibar would be incomplete without the cloves, nutmeg, cinnamon, pepper and many other spices which brought the Sultans of Oman and the beginnings of the infamous slave trade; a good tour that includes opportunities to dazzle the senses with fresh spices.

Taxi trip takes 45 minutes each way and costs US\$ 100 return for the vehicle which is put on your room bill

Entrance / guide fee – US\$ 10 per person payable in cash directly to the guide

The spice tour can be incorporated into a trip to Stone Town as the spice area is located on the way into town. This will be an additional US\$ 20 for the vehicle added to your room bill.

### **Prison Island**

The island lies just off the old stone town, roughly a 30 minute boat ride. Boats can be located in front of Livingstone restaurant and Mercury's restaurant. The island is fringed with a beautiful coral reef where one can do a bit of snorkelling; and earned its name as a former prison for slaves and a quarantine station for Zanzibar and the mainland. Home to a family of giant tortoises, imported from the Seychelles in the late 19th century.

Boat trip – US\$ 45 for the boat payable in cash directly to the boatman

Entrance fee – US\$ 4 per person payable in cash directly on the island

### **Jozani Forest**

The Jozani Natural Forest Reserve is located in the central east region of Zanzibar island and is home to the rare Red Colobus Monkey; which is endemic to Zanzibar. There is also a Butterfly centre and Turtle Sanctuary in close proximity.

The taxi trip takes one hour each way and costs US\$ 100 return for the vehicle which is put on your room bill

Entrance / guide fee – US\$ 10 per person payable in cash directly at Jozani

Entrance fee to the Butterfly Centre – US\$ 4 per person payable in cash directly at the Butterfly centre

Entrance fee to the Turtle Sanctuary – US\$ 10 per person payable in cash at the sanctuary

### **The Rock Restaurant**

The Rock Restaurant is located in a unique position on a coral outcrop set in the middle of the Indian Ocean in the South East Coast of Zanzibar. Founded in 2010, it was originally a local fishermen's post used by the villagers of Michamvi Pingwe situated right across the channel. The drive to the Rock Restaurant takes one and a half hours and we offer a special rate of US\$ 80 for the taxi return trip which is put on your room bill

### **Mangrove SUP (Stand Up Paddleboard) Tour**

Located near Michamvi / Pingwe; discover one of the most beautiful, unknown and highly endangered environments of Zanzibar's south-east coast which is only accessible by stand up paddle board. In the mangrove area you will find a wide variety of marine life. The guide will show you the most beautiful areas and explain the different mangrove trees. The tour takes roughly three hours in total. After the tour you can share your experiences while enjoying free drinks and fruits. Times do depend on the tide. For all levels from complete beginners to experienced paddle boarders. You can also visit the Rock Restaurant before or after your tour. Taxi ride is one and a half hours and we offer a special rate of US\$ 60 return trip which is put on your room bill.

The excursion costs US\$ 50 per person and is payable in cash directly at the excursion meeting point

### **Kizimkazi Mosque & Dolphin Tour**

Situated on the southern point of the island, Kizimkazi fishing village is home to several schools of bottle-nosed dolphins which can often be sighted following a short boat trip from the village. Kizimkazi is also the site of a 12th century mosque, the earliest evidence of Islam in East Africa, and is thus worth a visit for both natural and cultural reasons.

We recommend leaving Pongwe fairly early in the morning as the dolphins are best seen in the early morning. If you can stomach it we would advise leaving between 5am – 6am so you're down at Kizimkazi by 7am. Once at Kizimkazi one hires a boat to take you out into the deep water. You would want to either have snorkeling equipment with you (you are welcome to use our equipment – simply ask the boatmen at the snorkeling hut) or alternatively you can hire the equipment at Kizimkazi for US\$ 5 per person payable in cash to the boatmen. Once out in the deeper water when the dolphins swim past you are able to jump into the water. It isn't something out of a movie where one is holding onto the fin of the dolphin and swimming along but one can get fairly close.

Taxi trip takes one and a half hours each way and costs US\$ 120 for the vehicle which is put on your room bill

Conservation fee – US\$ 4 per person payable in cash at Kizimkazi

Boat fee – US\$ 45 per boat payable in cash directly to the boatman

### **Marine Turtle Sanctuary @ Nungwi**

Mnarani, meaning 'place of the lighthouse' in Swahili, is located at Nungwi on the northern tip of Zanzibar Island. The pond is actually a large, natural tidal pool in the coral rock behind the

beach. It was originally set up to rehabilitate and study marine turtles that had been caught in fishing nets, and the project developed to ensure that local baby turtles were also protected. Taxi trip takes one hour and costs US\$ 100 round trip for the vehicle which is put on one's room bill

Conservation fee – US\$ 4 per person payable in cash at Mnarani

### **Deep Sea Fishing**

Nungwi's proximity to some of Africa's best deep-sea fishing grounds – Leven Bank and the deep Pemba Channel – offers serious anglers outstanding fishing opportunities. We recommend Fishing Zanzibar [www.fishingzanzibar.com](http://www.fishingzanzibar.com) You are able to book either half day or full day fishing on a selection of boats.

### **Safari Blue**

Safari Blue [www.safariblue.net](http://www.safariblue.net) starts from the village of Fumba a 20-minute drive from Stone Town / one hour and 20 minute drive from Pongwe. This is a full day trip and you need to leave Pongwe at 8am and return between 5-6pm. Fumba is the most convenient location for exploring the wildlife, isolated sandbanks and rugged island scenery of the Menai Bay Conservation Area. They will take you to see the dolphins, sandbanks, islands and coral reefs of Menai Bay, a beautiful conservation area.

Taxi trip is a special rate of US\$ 80 round trip for the vehicle, put on your room bill

Safari Blue trip costs US\$ 65 per adult and half price for children 11 years and younger – payable directly at Safari Blue in cash USD / Euro / Tanzanian Shillings

### **Snorkeling and Diving at Mnemba Island**

Some of the best snorkeling while in Zanzibar is near Mnemba Island. Snorkelling / diving with One Ocean Dive centre is an opportunity to explore the waters and to see the colorful fish and sea life. One Ocean Dive Centre is the longest running and most experienced dive centre on Zanzibar and while their priority and emphasis is safety and responsibility; they have a great crew who know how to have fun with you! Please consult the One Ocean Information Folder at Reception for details and prices.

### **Horse Riding**

Arranged through Monda Tours, this option is available 16 kilometers from stone town where their centre is located. They offer morning and afternoon sessions. The rides take one and a half hours and consist of beach / mangrove / river rides as well as a swim on horseback – times do depend on the tides. Low tide is suitable for beach rides and high tide is more suitable for the swim.

Taxi trip costs US\$ 100 round trip for the vehicle and is put on your room bill

The horse ride costs US\$ 65 per person maximum of 4 people per session with payment to be made in cash directly at Monda Tours office in Stone Town prior to your ride

### **Chumbe Island Coral Park**

Six miles out to sea from Stone town lies Chumbe Island, the first marine park in Tanzania, acclaimed by one of the world's leading coral reef experts as hosting "one of the most spectacular coral gardens to be found anywhere in the world" and another jewel in the crown of Tanzania's natural heritage.

Day trips are dependent upon Chumbe Island having availability and can only be booked 1 – 2 days in advance. You are given a bungalow for the day. The bungalow, snorkeling, lunch and boat transfers are included in the price. Drinks are to be paid on the island.

Taxi trip to Mbwani Ruins Stone Town costs US\$ 100 for the vehicle round trip put on your room bill and the day trip costs US\$ 95 per person payable directly at Mbwani Ruins in cash.

## Greetings

Between peers: "Habari!" and the greeted answers, "Nzuri!".
Between peers: "Hujambo?" (Are you fine?) and the greeted answers, "Sijambo!" (I'm fine)
Young to older: "Shikamoo!" (Originally it meant "I touch your feet" as a sign of respect) and the greeted answers, "Marahabaa!" (I acknowledge your respect).

## Personal Pronouns

English	Swahili
I	Mimi
We	Sisi
You (Singular)	Wewe
You (Plural)	Nyinyi
He	Yeye
She	Yeye
They	Wao

## General Words and Phrases

English	Swahili
And	Na
Bad	Mbaya
Bicycle	Baiskeli
Bitter	Chungu
Car	Gari
Cold	Baridi
Danger	Hatari
Drink (Noun)	Kinywaji
Drink (Verb)	Kunywa
Eat	Kula
Excuse me	Samahani
Food	Chakula
Friend	Rafiki
Good	Nzuri
Goodbye	Kwaheri!
Help me, please!	Nisaidie, tafadhali!
Here	Hapa
Hot	Moto
How?	Vipi?
I am angry.	Nimekasirika.
I am traveling.	Ninasafiri

I am happy.	Nimefurahi
I can speak Swahili.	Ninawezakusema Kiswahili.
I can't speak Swahili.	Siwezikusema Kiswahili.
I love you!	Ninakupenda!
Motorcycle.	Pikipiki
No!	Hapana!
Ok!	Sawa!
Please	Tafadhali
Sorry! (Apologize)	Samahani!
Sorry! (Sympathize)	Pole!
Sweet	Tamu
Thank you!	Asante!
Thank you very much!	Asante sana!
There	Pale
Very	Sana
Water	Maji
Welcome!	Karibu!
What?	Nini?
When?	Wakatigani?
Where?	Wapi?
Where are you going to?	Unakwendawapi?
Which?	Ipi?
Yes!	Ndio!

## Common Dialogue

Sentence/Phrase	Response
Habari! (Hallo! /Hi!)	Nzuri! (Good! /Fine!)
Ninaitwa Charles. Weweunaitwaje? (My name is Charles. What's your name?)	Ninaitwa Mary. NimefurahiKukujua. (My name is Mary. I pleased to know you.)
Unazungumza Kiswahili? (Do you speak Swahili?)	Ndio! Ninazungumza Kiswahili. (Yes! I speak Swahili.)
	Kidogotu! (Just a little bit!)
	Hapana! Sizungumzi Kiswahili. NinazungumzaKiingereza! (No! I don't speak Swahili. I only speak English!
NinatokeaMarekani. Weweunatokeawap? (I'm from the United State of America. Where are you from?)	NinatokeaJapani. Nipohapakwamatembezi. (I'm from Japan. I'm visiting here.)
	NinatokeaUingereza. Nipohapakwakazi. I'm from U.K. I'm here on business
	NinatokeaUjerumani. Nmekujakujifunza Kiswahili. (I'm from Germany. I've come to learn Swahili.)
Kwaheri! Nimefurahi kukutana na wewe. (Goodbye! I'm pleased to meet you.)	Karibu! Nimefurahipiakukutanana wewe. (Goodbye! I'm also pleased to meet you.)
	Nitakunywamajitu. Nina kiusana! (I'll just drink water. I'm very thirsty.)
	Nitakunywakahawabilamaziwa. (I'll drink coffee without milk.)
Utapedakunywani? (What would you like to drink?)	Nitakunywa chai namaziwanasukarikidogo. (I'll drink tea with milk and little sugar.)
	Nitakunywa soda. Coccolatafadhali. (I'll drink soda. Cocacola, please.)
Tafadhaliniletechakulamotoharaka. Nina njaasana! (Please bring me some hot food quickly. I'm very hungry!)	Huu hapawali, samaki, mbatatanasaladi. Nitakuleteakekibaadaye. (Here is a rice, fish, potatoes and salad. I'll bring you cake later.)