

S E R E N G E T I
E X P L O R E R

Frequently asked questions

General

⌚ When are you going to open?

Serengeti Explorer will open to our first guests on 27th February 2024

⌚ How does the Serengeti Explorer offering differ from the existing Elewana Collection?

Serengeti Explorer adds a new property and experience dimension to the broader portfolio with the introduction of a new safari lodge that offers greater capacity, contemporary yet contextual design, competitive pricing and an extended menu of on-property experiences and activities, while staying to true to our core purpose of expertly sharing the wonders of our natural world.

Serengeti Explorer is not just a lodge - it's a luxury property with a host of contextual experiences to make the safari adventure even more exciting and compelling whether for families, multi-generational groups, couples, honeymooners or soloists.

⌚ Describe a 'normal' day at Serengeti Explorer

At Serengeti Explorer, you can safari at your own pace and in your own style.

With an array of on-property activities and experiences you can choose to swap a traditional morning game drive with a nature walk followed by lunch at the Pool Bistro. Spend the afternoon in our photographic studio with a professional photographer teaching you all the tricks to get the perfect image or choose to relax at our wellness centre where guests will find a range of signature spa treatments as well as a gym and scheduled wellbeing classes. Gather round the firepit in the evening for a talk with our inhouse naturalist followed by a movie under the stars and a private chef's table dinner in our wine cellar.

⌚ How do we get there?

Seronera is the closest airstrip. A 1hr flight from Arusha Airport to Seronera airstrip and a 75min drive from the airstrip to the Lodge.

⌚ What are the lodge coordinates?

2.597064 34.678789

⌄ What are the USP's of the area?

Serengeti Explorer is located on the site of one of the oldest safari lodges in the Serengeti. Chosen more than 30 years ago, this location is widely regarded as one of the best. Raised above the Central Serengeti Plains it holds a commanding position while having quick access to the game rich savannah below. Perhaps most key is the fact that it is positioned within easy reach of the main airstrip and is well connected on all weather roads. It stands at the very gateway to the Southern Ndutu plains and so one can enjoy the annual wildebeest migration while in the south, central and west. When you are here you can see why this location was chosen all those years ago..

⌄ What are the USP's of the property?

Serengeti Explorer is an upbeat luxury sanctuary in the bush with a spectacular location in the heart of the Central Serengeti offering luxury accommodation, tailored safari experiences, expert guides and naturalists all underpinned by our commitment to delivering sustainable and responsible safari tourism and supporting a number of conservation and community initiatives in the region through our community, conservation and sustainability arm, Land & Life.

The property also boasts a unique wine cellar, stargazing deck, walking safari route as well as an outdoor 'Boma' (under the skies) dining experience.

⌄ What is the concept behind Serengeti Explorer?

Serengeti Explorer brings about a contemporary twist on the traditional safari aesthetic. Serengeti Explorer is the safari lodge reimagined.

Set in one of the world's most iconic wildlife ecosystems, the property introduces a new style of safari lodge where the expression of space, freedom and the great outdoors meets with adventure. But it's not just a lodge - it's a luxury property with a host of contextual experiences to make the safari adventure even more exciting and compelling. Serengeti Explorer caters for the discerning guest with a lifestyle feel.

⌄ Is Serengeti Explorer eco-friendly or sustainable?

Sustainable construction and community empowerment were the guiding principles behind the design of this luxury lodge.

Re-purposed stones & materials from the demolition of the existing structure were used to create the dry-stack external walls and room floors, whilst reintroducing local build methods and honing community skills. Decorative items and lighting fixtures have been manufactured using recycled materials by our social enterprise arm, Shanga.

The lodge will also support a number of conservation and community initiatives in the region through our sustainability arm, Land & Life. The property will be plastic free.

⌄ What facilities does the lodge offer?

Fully equipped rooms, spa, fitness centre, swimming pool, outdoor cinema, cultural centre, creative photo studio, retail outlet, children's bushcraft centre, art gallery, stargazing deck, wine cellar, multiple food and beverage outlets.

⌄ What activities will be on offer?

- Guided bush walks (min age 16 years)
- Bush breakfasts and sundowners
- Photographic experiences
- Photography lessons
- Yoga, fitness and meditation

- Star gazing
- Wine tasting
- Cultural and nature talks
- Outdoor boma dining experiences
- Chef's Table and wine pairing

Rooms

⌕ What are the differences between the room types?

The lodge has 3 room categories; Luxury Explorer Room, One Bedroom Explorer Suite and Two Bedroom Explorer Suite.

- **Luxury Explorer Room:** A 46 sq/m (495 sq/ft) with a king size bed or 2 twin beds and ensuite bathroom. A private balcony with daybed. 2 wheelchair accessible rooms & 4 interconnected rooms for families are available.
- **One Bedroom Explorer Suite:** A spacious 104 sq/m (1,120 sq/ft) with a king size bed, a bath and shower and a separate lounge with a private balcony.
- **Two Bedroom Explorer Suite:** A well-appointed duplex suite of 100 sq/m (1,075 sq/ft). Bedroom 1 with a king size bed and the other with a twin bed; both ensuite and with private balconies.

⌕ How many are wheelchair accessible and which category are they?

There are two wheelchair accessible rooms in the Luxury Explorer Room category. These can be configured with either a twin beds or a king double bed.

⌕ What is the maximum occupancy per room?

- Luxury Explorer Room & One Bedroom Explorer Suite – 3 guests
- Two Bedroom Explorer Suite – 4 guests

⌕ Do kids stay free?

CHILD POLICY	RATE
Children under the age of 12 years sharing with an adult	Child(ren) free of charge plus adult single rate
Children aged 12-17 years in their own room (2 minimum)	75% of the adult sharing rate
Child(ren) aged 12-17 years sharing with 1 adult	50% of the adult sharing rate for the child, adult per person sharing rate
Child aged 12-17 sharing with 2 adults	Triple rate applies

For the activities the child rates start from 3 to 17 year old.

⌕ What are the options for a family?

- 2 x Family Suites
- 5 x Permanent Triple Rooms
- 18 Twin Rooms / Interconnecting Rooms

⌕ Are babysitting services available?

Babysitting services are available for children aged 24 months and above, for up to two children at a time. Children aged 4 to 12 can enjoy a range of fun activities at our Kids Bushcraft Centre without parent or babysitter supervision. Please note there is an hourly rate for babysitting with a minimum of two hours per session, terms and conditions apply. Advance booking is required.

⌕ How far is the furthest room?

Our guest rooms are spread across two wings from either side of our main area. The furthest room is a 5 minute walk from the reception area.

⌕ What facilities are in each room?

- Telephone
 - Luxury amenities
 - Hairdryer
 - Umbrella
 - Safety deposit box
 - Writing desk and stationary
 - Universal charging board with USB & USBC connections
 - Tea & coffee station
 - Smart TV – suite rooms only
 - Mini Bar – suite rooms only
 - Standing fans
- Laundry service same or next day return
 - Handmade safari journals – suite rooms only
 - Lounge area – suite rooms only
 - Bathtub – suite rooms only
 - Outdoor sun loungers – suite rooms only
 - Nespresso machine – suite rooms only
 - Twin showers – suite rooms
 - Double vanity basins – family rooms and suite rooms only
 - Butler service – suite rooms only
 - In room dining – suite rooms only

Dining

⌕ What are the dining options available?

MAIN RESTAURANT

Live cooking stations with a fresh juice bar. A la carte menu available.

- Open for breakfast and dinner.

POOLSIDE BISTRO & BAR

A poolside bistro with a warm vibrant atmosphere. Celebrates the farm-to-table food culture. Showcases signature sharing platters.

- Open for lunch

CHEF'S TABLE

A unique private dining concept. A celebration of culinary creativity and locally sourced, sustainable ingredients. An intimate setting within an extensive wine cellar.

- \$95 per adult and \$40 per child
- Open for dinner

BOMA RESTAURANT

A short stroll from the lodge offering a bush dinner under the Serengeti Sky. Menu combines African and Swahili signature dishes with outdoor live cooking stations.

- \$70 per adult and \$40 per child
- Open for dinner

DELI & COFFEE SHOP

Located in the main lobby area. Freshly brewed speciality teas and coffees. Daily baked pastries, sandwiches, wraps, paninis, salads and more.

- Great takeaway options for your game drives.

⌕ Is room service available?

Yes, in room dining options are available for all suite category rooms.

⌕ Do you cater to Halal requirements?

Serengeti Explorer is Halal certified and we cater to all halal requirements.

*Please remember to indicate any dietary requirements at the point of booking.

⌕ Do you have vegan options?

Yes, we have a number of vegan options available in our food outlets.

*Please remember to indicate any dietary requirements at the point of booking.

Experiences

YOGA & FITNESS

⌕ Will there be a trainer on site and scheduled classes?

Yes, there will be a trained gym instructor and a variety of scheduled classes.

We will also host tailored yoga and fitness retreats.

SPA

Choose to relax in the lodge, surrounded by natural textures and neutral tones that inspire a sense of calm, or at the infinity pool, which lies perched on the edge of the escarpment with rim-flow views that capture the true essence of tranquillity and the wilderness at its best. And to fully revive your mind, body and soul, you can indulge yourself in our spa. Our highly trained and experienced therapists will restore calm and balance to your day.

⌕ What treatments will you offer?

There will be a wide range of treatments available using some of the best products the region has to offer. The Spa menu will be available with a variety of treatments in the agent zone ahead of the formal opening.

GAME DRIVES

You'll have direct access to the Serengeti Mara ecosystem, the world's most spectacular and diverse wildlife conservation area and the renowned migratory route traversed by more than a million wildebeest every year. You can see all of Africa's iconic species here, including the Big Five, guaranteeing you an exceptional safari experience year-round.

⌕ How many vehicles are available and how do the vehicles look?

We have a small fleet of vehicles that are a mix of open and hybrid (removable windows) vehicles.

Vehicles can also be configured for photography needs with a photographic platform and bean bags.

⌕ Will game drives be at specific times or do guests have flexibility around timings?

- Morning game drives depart at 06h30 and return by 11h00.
- Afternoon game drives depart at 15h00 and return at 18h30.

Serengeti Explorer also gives guests the option to exclusively hire a vehicle which will give you complete flexibility around timings

Serengeti Explorer & The Great Migration

This reimagined lodge sits high up on the Nyaboro Hills overlooking the endless plains for which the Serengeti is famed.

It is one of the most central yet private settings in the Serengeti, the perfect place to see and access the Great Migration as it makes its annual pilgrimage.

🕒 JANUARY - MARCH

The herds are usually calving in the southern Serengeti plains where the landscape is lush.

- Av. distance: 55km, 1hr 20min drive

🕒 APRIL-MAY

The herds start moving north towards the central Serengeti plains.

- Av. distance: 45km, 1hr 15min drive

🕒 JUNE-JULY

The herds move northwest towards Grumeti.

- Av. distance: 110km, 2hr 30min drive.

🕒 AUGUST-SEPTEMBER

Herds continue north towards the Masai Mara. The herds must first cross the Mara River.

- Av. distance: 160km, 3hr drive

🕒 OCTOBER-NOVEMBER

Following the rainfalls, the migration continues north into the Masai Mara.

- Av. distance: 400km, 5hr drive

🕒 DECEMBER

The migration starts moving south again, back into the Serengeti.

- Av. distance: 130km, 2hr 30min drive

WALKING SAFARI

Feel, experience and listen to the true wilderness of one of Africa's most thrilling safari experiences.

Your experienced guide will explain everything - from tracks, medicinal plants, the smaller critters, to the exhilarating sighting of predators and other big game.

🕒 Is there an additional cost for walking safaris?

Yes. Guided walking safaris are \$95 per adult and \$65 per child

🕒 What is the minimum age for walking safaris?

16 years

🕒 Is there any difference between a walking safari here and the ones offered at other Elewana properties?

No difference, walking safaris are between 2-3 hours

🕒 Can this be booked at the property?

Yes, at reception or pre booked through our reservations department

🕒 How many walks per day?

2 morning departures and two afternoon departures:

- Early morning walks will depart at 06h50 (1st departure) and 07h30 (2nd departure)
- Afternoon walks will depart at 15h30 (1st departure) and 16h30 (2nd departure).

⌚ How many on a walk?

Maximum of 6 guests.

⌚ Who will lead the walks - TANAPA or another or Both?

Both - A Serengeti Explorer armed walking guide and TANAPA dedicated ranger.

PHOTO STUDIO

Designed for everyone, our creative lab and on-site specialist will help you transform your photos into art. Offering photography guidance, professional editing software, and state of the art printers to bring your work to life.

⌚ Please share more details on the on-site specialists, will they be professional photographers as well?

The in-house team will be trained photographers specialising in wildlife photography. We will also host resident photographers seasonally.

⌚ Are there charges for lessons?

A 30-minute tutorial is included in the game package rate. This is available on request, subject to availability. Photographers can be hired for one-on-one sessions both at the lodge and in the field.

⌚ Will there be equipment for hire?

Yes, there will be a variety of equipment available for hire.

⌚ What equipment will be available?

Lenses and bodies. Mostly large primes and telephoto lenses. Vortex Binoculars will be provided in each vehicle.

⌚ Will we host resident photographers and what facilities will be provided?

Yes. The studio will have an HD projector that will be made available to photographic groups for editing and tuition.

STARGAZING

Gaze at the night sky through our refractor telescope on a purpose built star gazing deck

⌚ Will we have a trained astronomer?

The Star Safari is guided by a seasoned astronomer who will offer a tour of the African night sky and share the wonders of both the latest scientific discoveries and exploration coupled with the rich history of traditional sky knowledge in East Africa. Enjoy the night sky as never before through a telescope powerful enough to see the mountains of the moon.

⌚ Is there any fee associated with this activity?

No, this activity will be complimentary.

CULTURAL CENTRE

⌚ Please can you share more information on what guests can expect to experience here.

This will be an informative journey through the Serengeti Ecosystem - This starts with the creation of the Serengeti plains, cultures and tribes that were found in the area, the soils, migration, and rains. It leads through into modern history, showing guests how the plains around them came to be protected as well inform them of the important role we play in guarding this fragile ecosystem.

Rates

What are your Rack Rates

Room Type	Rate Type	Room	1 July - 31 Oct 20 Dec - 4 Jan	5 Jan - 28 Feb 1 June - 30 June	1 Mar - 31 Mar 1 Nov - 19 Dec	1 Apr - 31 May
Luxury Explorer Room [Max 2 adults & 1 child <12 or 3 adults]	FB	Double	940	850	475	330
		Single	560	504	300	200
		Triple	1,128	1,020	570	396
	GP	Double	1,340	1,250	875	730
		Single	860	804	600	500
		Triple	1,628	1,420	970	796
One Bedroom Explorer Suite [Max 2 adults and 1 child < 12 or 3 adults]	FB	Double	1,250	1,050	840	676
		Single	745	645	540	438
		Triple	1,500	1,260	1,008	811
	GP	Double	1,650	1,450	1,240	1,076
		Single	1,045	945	840	738
		Triple	2,000	1,760	1,508	1,311
Two Bedroom Explorer Suite [Max 4 adults or 2 adults and 2 children <12]	FB	Double	2,500	2,250	2,000	1,600
	GP	Double	3,150	2,850	2,600	2,200

Do you have guide rooms and what is the rate per night?

We have two guide rooms. The rate is \$100 per night on a full board basis.

How do I get contract rates?

If you are already registered with us you will have already received your 2024 rates. Should you wish to receive contract rates, please contact Marjoreen Moraa on Tel. +254 730 127 000, Email: marjoreen.moraa@elewana.com

When will you issue 2025 rates?

These will be issued in quarter one 2024. Until then please use 2024 rates + 5% for 2025 bookings.

Can we combine an Elewana and Explorer itinerary and still be eligible for circuit discount?

Elewana and Explorer itineraries are combinable and you will still be eligible to circuit discounts.

Cross border circuit discount	No of Nights	Discount %
The following circuit discounts are available when combining any of our bush and beach properties for the same visit, excluding Arusha Coffee Lodge.	6+	10%
	9+	15%
	12+	20%

- Circuit discounts are valid for all seasons, both on the game package and on full board rates.
- Circuit discounts are not combinable with any other special offers.

⌚ Do you accept credit cards and is there a surcharge applicable?

Yes we accept all major credit cards and there is no surcharge.

Extras

⌚ Lodge extras - are they all included in the rate except for the gift shop and spa?

No, not all activities and services are included, the following are at an additional cost: Walking safaris, game drives (for FB guests), chef's table experience, private photography lessons, photographic equipment rental, Boma dining experience, bush breakfast, coffee shop, pool bar and bistro.

