





# GUEST INFORMATION



## About the Lodge

Our lodge has been thoughtfully designed using local materials, natural textures and handcrafted décor to celebrate the beauty and culture of Uganda.

Surrounded by landscaped gardens filled with indigenous flora and fauna, it offers a quiet retreat approximately fifteen minutes from the Murchison Falls National Park Gate and only 2 kms from Buliisa town.





# Guest Services

## RECEPTION

Open: 5:30 AM – 11:00 PM

For assistance outside these hours, please contact

## CHECK-IN & CHECK-OUT

Check-In: 14:00 PM

Check-Out: 10.30 AM

(If you need a later check-out, please speak to Reception)

## Wi-Fi

**Network: Epic-guests**

**Password: epicguest30**

## RESTAURANT/SNACK BAR

Breakfast (restaurant only).

Continental: 5.45 AM - 7.00 AM

Hot breakfast: 7.00 AM - 10.00 AM

(Packed breakfasts available on request)

Lunch:

12.00 PM - 3.00 PM

Dinner:

6.00 PM - 9.00 PM

## SAFETY



Each cottage has it's own fire extinguisher, located outside on the wall. In case of a fire the fire assembly meeting point is in the car park at the main entrance.

First aid kits are located and around the premises - please do ask if you need.

In case of a power outage we do have a generator which will be switched on as soon as possible.

Please leave your valuables in the safe deposit provided.

The lodge cannot accept responsibility for any valuables left unattended. The usage insructions are on top of the safety box.





# Guest Services cont...

## HOUSEKEEPING

Rooms are cleaned daily

Linen and towels are changed every 3 days unless requested otherwise

## LAUNDRY

If you require laundry services, please leave your items in the basket provided with the laundry list which can be found in the wardrobe

## WELLNESS OPENING TIMES

Pool: 7.00 AM - 8.00 PM

Gym: 7.00 AM - 8.00 PM

Steam and sauna: 7.00 AM - 8.00 PM

(Please note there is no lifeguard and gym instructor and therefore use is at your own risk)

Massage: 12.00 PM - 9.00 PM

## RESTAURANT

### Breakfast:

Continental: 5.45 AM - 7.00 AM

Hot breakfast: 7.00 AM - 10.00 AM

(Packed breakfasts available on request)

### Lunch:

12.00 PM - 3.00 PM

### Dinner:

6.00 PM - 9.00 PM

### Snack Menu (served in Clubhouse bar only)

Weekdays: 5.00 PM - 9.00 PM

Weekends: 10.30 AM - 9.00 PM

PLEASE MAKE SURE YOU INFORM US ABOUT ANY ALLERGIES





## OTHER INFORMATION

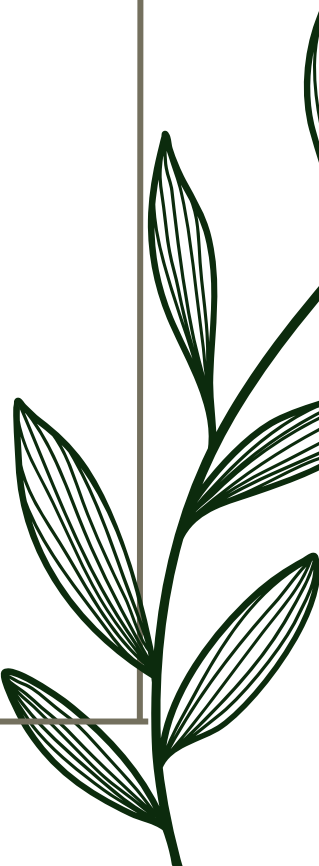

POOL AND GYM TOWELS ARE AVAILABLE IN  
THE CLUBHOUSE RECEPTION

MASSAGE CAN BE BOOKED AT RECEPTION -  
PLEASE SEE THE PRICE LIST INCLUDED WITH  
THIS ROOM INFORMATION

WE HAVE A GRATUITY BOX IN RECEPTION AND  
THE CLUBHOUSE, WE DIVIDE ALL TIPS  
AMONGST EVERY STAFF MEMBER SO THAT THE  
STAFF WORKING BEHIND THE SCENES ALSO  
BENEFIT - WE ASK YOU KINDLY TO USE THE TIP  
BOX RATHER THAN HANDING PERSONALLY TO  
OUR STAFF

PAYMENTS CAN BE MADE IN CASH, BY CREDIT  
CARD OR MOMO  
WE ACCEPT USD, GBP AND EUROS

PLEASE LET US KNOW IF YOU NEED ANY  
FURTHER INFORMATION OR SERVICES, WE  
WILL DO OUR BEST TO HELP. WE APPRECIATE  
YOUR FEEDBACK AND STRIVE TO OFFER A  
WARM, FRIENDLY AND PROFESSIONAL SERVICE





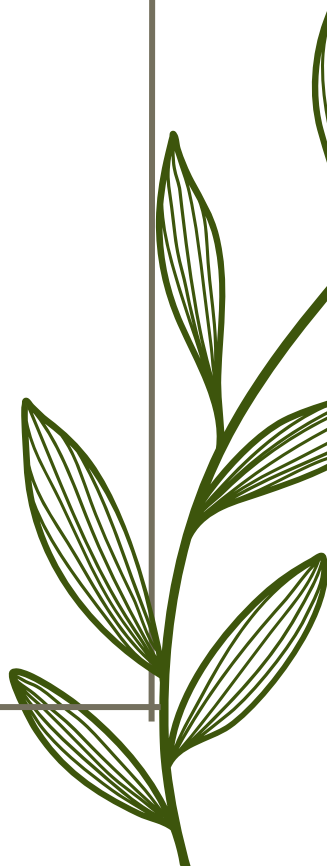

# MURCHISON FALLS NATIONAL PARK

We are approximately a 15 min drive to Murchison Falls National Park. It is well worth a visit. Murchison Falls National Park is a truly special place and one of Uganda's most loved natural treasures. The park is famous for the dramatic Murchison Falls, where the River Nile squeezes through a narrow rocky gap before crashing down in a spectacular rush of water. It's an impressive sight and a wonderful reminder of the power and beauty of nature.

The park is home to an incredible variety of wildlife and landscapes. As you explore, you may see elephants, giraffes, buffalo, antelope and, if you're lucky, lions or leopards resting in the shade. Along the Nile, hippos and crocodiles are easy to spot, and bird lovers will enjoy the many colourful and unique bird species that live in the park, including the rare shoebill.

There are many relaxed and enjoyable ways to experience the park. A gentle boat cruise on the Nile brings you close to wildlife along the riverbanks and takes you right to the base of the falls, while game drives offer classic safari views and photo opportunities.

For those who enjoy walking, a guided hike to the top of the falls provides beautiful views and a memorable experience. Murchison Falls National Park is a highlight of any stay in the area, and we are happy to help you plan your visit.





## ENTRANCE FEES AND COSTS

All visitors are required to show their valid identification documents.

Fees are for 24 hours from entry, any time spent inside the park will be charged as an extra day.

Entrance fees do not include visiting the falls.

Foreign non-residents adults/Children	\$45/25
Foreign residents adults/children	\$35/15
East African community adults/Children	UGX 25,000/10,000

There are also entry fees for vehicles:

Saloon cars foreign registered	\$40
Saloon cars Ugandan registered	UGX 20,000

Please check online for other types of vehicles

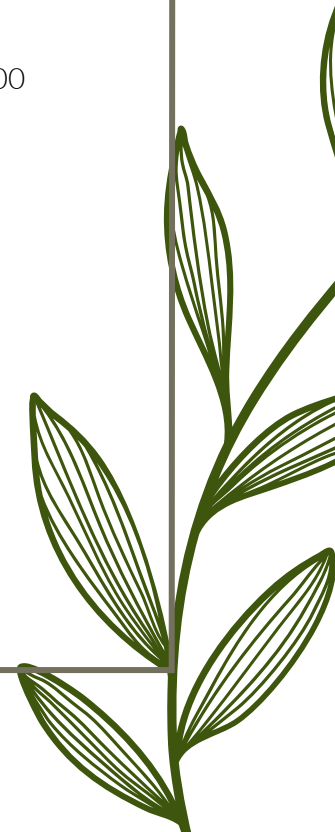

### **VISIT/HIKE TO THE TOP OF THE FALLS**

Foreign non-residents	\$15/\$15
foreign residents	\$10/\$10
East African community	UGX 10,000/15,000

### **BOAT TRIPS**

There are daily boat cruises to visit the falls, private boat cruises and even specialist river excursions. Please let us know if you would like us to organise for you.

Fees at the park are paid with credit cards or mobile money.





# Useful Information

## CLOSEST BANK/ATM

Stanbic Bank/Centenary Bank & Equity Bank, Buliisa (2 kms)

Open: 8:30 AM – 3.00 PM

## CLOSEST PHARMACY

There are a few in Buliisa

Opening times differ but most open early and are open till late or even open 24 hours

## 24 HOUR MEDICAL CENTRE

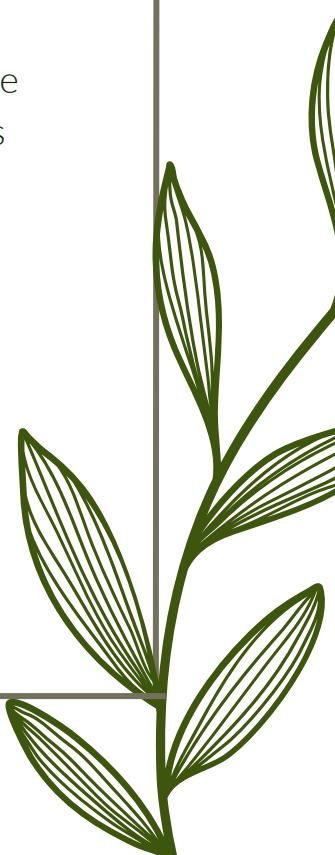

City Medical Centre, Buliisa

## GENERAL SUPPLIES

There are various places for supplies, there are two mini supermarkets at Stabex and Total petrol Station

## LAKE ALBERT

Lake Albert is a 10 km drive away from Epic Cottages, there is a stunning place to watch the sunset over Congo across the lake. We are happy to arrange for you a sunset sundowner if you wish. Please see our staff for further details.







# One more thing!



At Epic Cottages we really care about the environment, which is why we planted trees and flowers attracting birds and butterflies.


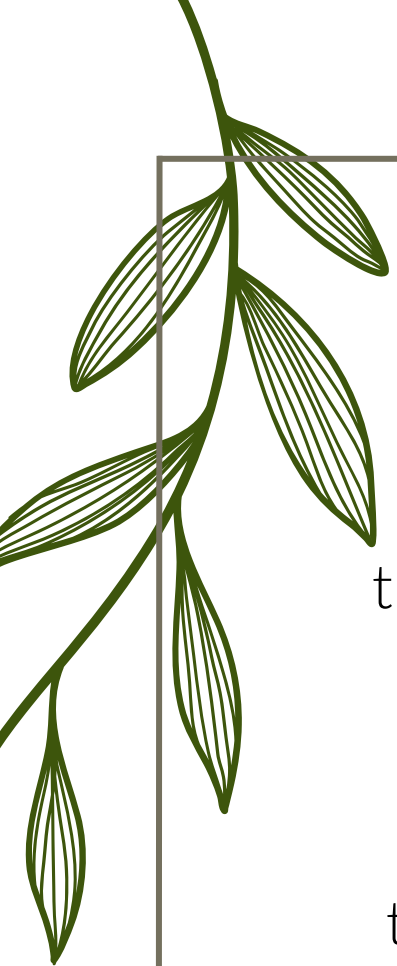
Tons of water and detergent is used daily worldwide unnecessarily. The less we wash the more we protect the environment. Towels placed on the floor mean that you want them replaced,

Water for the gardens is taken from Lake Albert, so as not to affect the water supply of the local community.

We have created this little piece of paradise for your pleasure and we ask that you take care of it, please do not litter the compound, especially with the bottle tops and seals of water bottles.

We ask you to respect the nature, flora and fauna around you, it is a place where you can relax and take in the early morning bird song. or simply sit in the gardens created for your comfort.





On behalf of the team at Epic Cottages we wish you a pleasant, warm and serene stay with us and thank you so much for being part of our story.

Our promise to you is that we will try our best to make sure that your stay is comfortable and that you feel at home.

Thank you!  
or as we say in the local  
language  
“WEBALE”

