

Room *Directory*



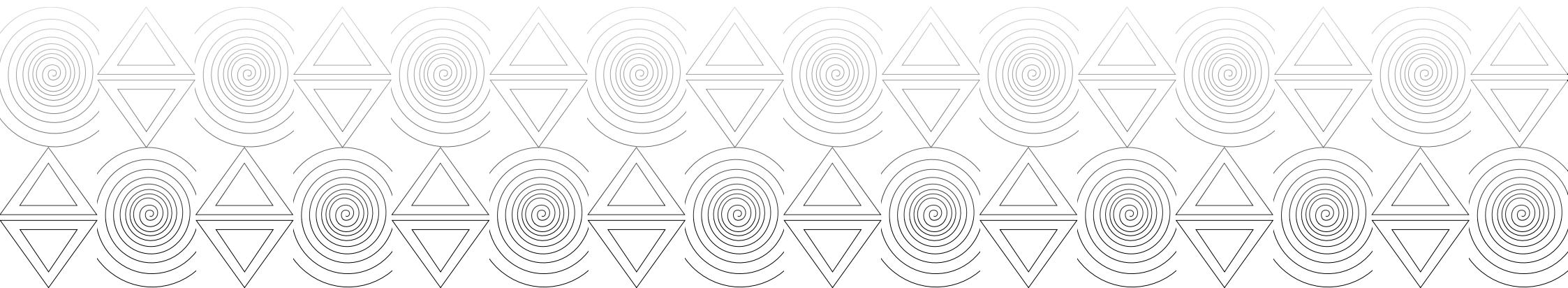
Dear Valued Guests,

Murakaza Neza - Welcome to the land of a thousand hills

It is with great delight that me and my team can welcome you to Hotel des Mille Collines and we trust that you will enjoy your stay. You will find the many services we provide outlined in this directory. However, should any question or problem arise, please do not hesitate to contact any of the team members who all would be happy to assist.

Wishing you an utmost enjoyable holiday and I look forward to seeing you around the hotel.

Yours sincerely,
Management



Fire Precautions

If the fire alarm sounds please exit the hotel as quickly as possible. Do not use the lifts but follow the fire exit signs and use the stairs to make your way to the Fire Assembly Point which is located in the top left hand corner of the Car Park to the rear of the building.

Assisted Escape in an Emergency

We operate a system of assisted escape for disabled guests in the event of an emergency. Please tell our Reception if you feel you may require assistance in the event of an evacuation and we will explain our evacuation procedures to you and ensure that your requirements are noted.

Personal Safety & Security

For your personal safety please secure your room at all times and keep your valuables in your room safe. If you see anyone / anything suspicious please contact a member of staff immediately or call the reception.

Children and vulnerable people should be supervised at all times whenever near the guard rail.

Free car parking is available for your use. Please ensure your vehicle is locked and valuables removed as we regret we cannot accept responsibility for any damage to your car or property stolen from it whilst it is parked on the premises.



La Terrasse

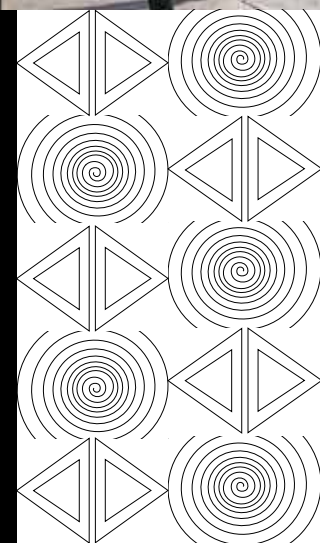
All-day dinning overlooking the lush green gardens in the heart of Kigali.

Breakfast

Monday - Friday 06:00h to 10:00h
Weekend 06:00h to 10:30h

Lunch

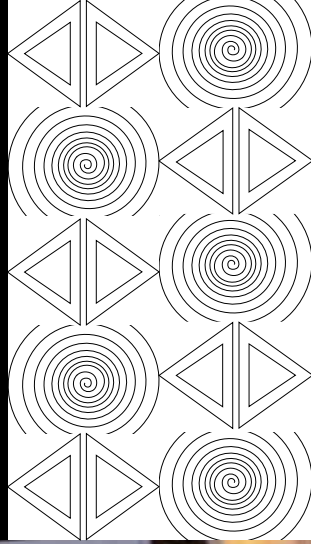
Monday - Friday 12:00h to 15:30h
Sunday brunch 11:30h to 16:00h



Mandhari Bar

The lobby lounge cultivates a luxury and modern ambience. Mandhari Bar offers a full range of alcoholic and non-alcoholic beverages within a dramatic atmosphere overlooking the Famous Pool and sparking view of thousand hills.

Choose from Mandhari Beverage Menu featuring Mille Collines special tropical cocktails, old favorites, local beers, and a monthly changing wine list. Open from 07:00h - 22:00h

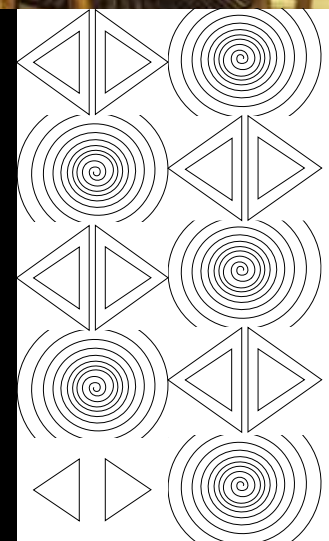




Le Panorama Restaurant

Dine-in Experience! Looking for somewhere special to eat with breath-taking views and superb food? The ever popular Le Panorama Restaurant offers first class dining with spectacular panoramic views.

Hôtel des Mille Collines takes pride in great dining experiences, our mission is to create unforgettable moments by exceeding your expectations with tasty, modern and fresh cuisine, exceptional services and creative presentation. Welcome to Le Panorama Restaurant where the extraordinary becomes experience. Reservations are always advisable.



DEPARTURE

The departure time is at 12:00 noon. If you would like to extend your stay or depart later, please contact The Reception to check availability and additional charges.

CURRENCY EXCHANGE

Foreign currency can be converted at the front desk.

INTERNET

Fast and reliable fiber optic network is available at no cost, please check with reception.

NON-SMOKING AREAS

These can be identified by signage and are to be respected.

PET POLICY

It is prohibited to bring animals into the hotel.

SAFETY DEPOSIT BOXES

Safes are provided in all rooms

CAR RENTAL

Front Office will be delighted to help you with a reservation.

FIRST AID

Please contact The Reception for any help.

ADAPTER

If you need an adapter, please contact “Reception”.

AIR CONDITIONING/HEATER

Hotel rooms are equipped with air conditioning. Each unit can be individually adjusted according to your comfort.

BABYSITTING SERVICE

Room service will be happy to provide the contact details of some agencies. The choice and booking is up to you.

BUSINESS CENTER

Computers and the ability to print documents are available for your convenience. It is located on the ground floor next to our reception. “Reception” will be happy to assist you with additional services

CONCIERGE

Please contact “Front Office” and we will assist you with any questions and requests. This includes, among other things, reservations for restaurants, recommendations for activities & information on local attractions.

WAKE-UP CALLS

A wake up call may be arranged through the Front Office.

LOST AND FOUND

Found items are kept in our lost & found according to legal requirements. Shipping to you is at your own cost.

FLOWERS

Planning a surprise? Consult Front Office

IN ROOM DINING

Our room service is available 24/24h A separate Room service menu is available in your rooms. To order please dial 2401.

DO NOT DISTURB

If you do not wish to be disturbed please hang the relevant sign outside your door. Our Housekeeping Department will not service your room if the Do Not Disturb sign is showing.

ELECTRICITY

All our power outlets in the hotel have an electric voltage of 220V.

HOUSEKEEPING & LAUNDRY SERVICE

Housekeeping can provide extra towel, drinking glasses, hanger and other additional amenities upon request.

Laundry baskets are provided in your dressing area. Please dial 2530 for pick up

Room Amenities

For a remarkable stay, the following items are available upon request, no charges incurred during your stay:

- Iron and iron board
- Hair dryer
- Duvet
- Dental kit
- Shaving kit
- Slippers
- Baby cot
- Pillow
- Coffee and tea amenities
- Ashtray
- Comb
- Nail file
- Bathrobe
- Water
- Hangers
- Extension plug



For Room amenities contact 2530 or simply press “0” button on your phone. Our Room Service team is delighted to assist you and to answer your questions. If you need roomservice or assistance, please dial 2401

Tray service charge
RWF 2,000

Our weekly Program Lineup



Monday Gospel Evening

Spiritual uplift night at the Pool Bar Restaurant.

Live Band Music
Time: 19:00h - 22:00h



Friday Cultural Evening

Cultural folk percussion through sounds & dances.

Entertainment by:
Inganzo Ngari Troupe
Time: 19:00h - 22:00h



Sunday Brunch

Family dining experience with complimentary glass of wine and juice.

Live Band entertainment
Time: 11:30h - 16:00h

BOOK NOW

+250788192000
info@millecollines.rw

follow us on:

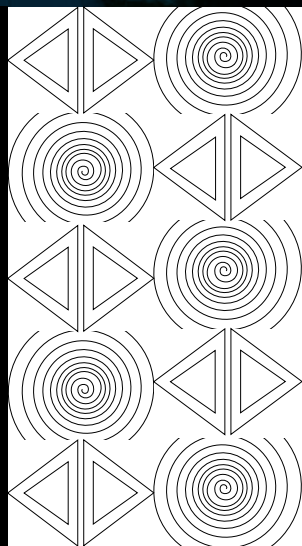


Lunch Buffet

Mille Collines lunch buffet offers a wide range of cuisines and delectable dishes that'll definitely satisfy your every craving. Served in a welcoming, elegant restaurant with fusion creations for everyone. Dive into our weekdays Buffet from 12:00h to 15:30h

Mille Collines Night Life

Our three premier venues offer some of the Luxury nightlife. No matter which venue you visit, there's always something exciting happening. Shake up your evening at Pool Bar Restaurant and enjoy an outdoor Live Band performance From 19:00h to 22:00h. Head to Legacy Lounge for an unforgettable night out.





LEGACY

Lounge & Wine Bar

This is a perfect venue to unwind while sipping wines, cocktails or champagne. Come Experience the hottest entertainment curated to surprise and delight every guest.

Follow your destiny and let the tales of this enchanted Wine Bar inspire you and you will leave with renewed sense of love for the world and all the experiences in it...

Legacy Lounge & Wine Bar is a magnificent place to start or end a night out and a venue where every night is special.

Opening hours:
Time: 19:00h – Until late
From Wednesday to Sunday





Meetings & Events

Combine business with pleasure. Located at the top floor of the building, the ballroom and meeting rooms benefit from stunning views and a skilled set-up team willing to fulfill your needs.

Hôtel Des Mille Collines is the ideal place for your events. Home of glamorous cocktails, international conferences, board meetings and unforgettable weddings, all venues are designed to accommodate your needs.

CATERING SERVICES

No matter what the occasion is, our catering team will be delighted to assist you for your outdoor events with delicious multiple course meals or themed buffets – your guests will rave about the food for months to come.

For more information, contact us at:
groups.events@millecollines.rw
+250 788 19 2000





The “Lieu de Vie” of Kigali

At our Pool Bar Restaurant we offer snacks, cocktails or a good glass of wine in a local and relaxing atmosphere.

A place is only as good as the people in it, With cosy dining corners and a nice variety of food offers, Pool Bar Restaurant is a good alternative to a restaurant visit.

We show all the sport highlights on TV screens, in summer our guests can relax in the sun on the terrace while enjoying a breathtaking view of Kigali accompanied by live music and a variety of entertainment and local experiences.

Events at Pool Bar Restaurant

Wednesdays Gospel Evening

360° Band's songs of gospel and inspiration will touch the depths of your soul and lift your spirit to heavenly heights, with sounds that are unfettered, joyous and inspirational.
From 19:00h to 22:00h

Friday Cultural Night

A cultural music performance every Friday by the renowned Gakondo band with enticing traditional Rwandan sounds and vibes.
From 19:00h to 22:00h

Sunday Brunch

Come indulge in an exquisite brunch, with a wide selection of cold & hot dishes while enjoying live Band Entertainment.
From 11:30h to 16:00h.

WAKW ANDA

Boutique



Souvenir Destination

Wakwanda Boutique is Rwanda's leading luxury, premium and African heritage fashion and lifestyle brand. It is a great travel destination for people with different tastes.

Souvenir shopping is one of the true joys of traveling. It's part of the fun of exploring a new place, and you get to bring a little piece of it home with you.

Products are made with great care. You can find authentic dresses from the best african designers, Handbags, Shoes, Jewels,...



Location: Ground floor | Hotel des Mille Collines
Open daily from 10:00h - 21:00h and the boutique attendant will be happy to advise you with all your shopping needs.

Massage *Treatments*

Back Massage

Rejuvenate Your Senses with our Luxurious Back Massage - Your Path to Ultimate Relaxation.

Reflexology/Reflexologie

This technique consists of the application of pressure to specific areas of the feet and hands, it helps relieve stress which in turn helps the body to heal and regenerate itself.

Indian Head Massage

Experience Tranquility and Bliss with our Indian Head Massage - A Journey to Total Mind-Body Harmony.

De-Stress Back

Our De-stress Back Massage is a soothing and therapeutic experience designed to alleviate tension and stress that often accumulates in the upper and lower back of body.

Soft Massage

Discover tranquility with our gentle Soft Massage. Using light pressure, it releases tension and promotes relaxation, offering a serene escape.

Deep Tissue Massage/Sport Massage

With focus on deeper layers of muscle tissues, this massage is designed to reach deep sections of thick muscles.

Aromatherapy/Aromathérapie

This is the use of fragrant oils extracted from herbs, flowers and fruits. It helps to naturally enhance the benefit of massages.

Trigger Point Massage

This massage technique is designed to alleviate the source of pain through cycles of isolated pressure, it releases constricted areas in the muscle thus alleviating pain.

Massage *Treatments*

Lomi Lomi Candle Massage

The Hawaiian Lomi Lomi candle massage is a unique healing massage derived from ancient Polynesia. It is an exotic massage experience that uses long medium strokes from head to toes.

Candle Massage

Immerse yourself in luxury with our Candle Massage. Body scrub, aromatic candles melt into a sumptuous oil, delivering a unique blend of relaxation and rejuvenation. Experience the ultimate indulgence for your senses.

Hot Stone Massage

Experience the bliss of our Hot Stone Massage. Smooth, heated stones glide over your body, melting away tension and promoting deep relaxation. A truly rejuvenating and soothing spa experience.

4-Hand Massage

A harmonious symphony of relaxation. Two skilled therapists work in perfect unison, delivering a luxurious and immersive massage experience that will transport you to a state of pure bliss.

Mama To Be Massage

Embrace the journey of motherhood with our specialized Mama-to-Be Massage. Tailored to the unique needs of expectant mothers, this nurturing therapy provides comfort, relieves tension, and celebrates the beauty of pregnancy. Experience tranquility and support during this precious time.

Body Treatments

SERVICE

BODY SCRUB
STEAM
SAUNA

TIME

30 MINUTES
30 MINUTES
30 MINUTES



MANICURE

CLASSIC MANICURE: A rejuvenating treatment for your hands, including nail shaping, cuticle care, hand massage, and finished with your choice of nail polish color.

GEL MANICURE: Enjoy a longer-lasting manicure with a gel polish application that provides a high-gloss(mirror) finish gel polish that requires no drying time and chip-free nails for weeks.

PEDICURE

CLASSIC PEDICURE: Indulge in relaxation with our Classic Pedicure. Your feet deserve a treat, starting with a soothing soak, nail shaping, cuticle care, gentle exfoliation, and a moisturizing massage. This timeless pedicure is completed with the polish color of your choice, leaving your toes refreshed and polished.

GEL PEDICURE: Step into the future of pedicures with our Gel Pedicure service. Dive into a luxurious foot soak, followed by precise nail shaping, cuticle grooming, and a revitalizing exfoliation. Experience the sleek look of gel polish in your favorite hue, and enjoy weeks of chip-free, long-lasting color of your choice that will make your toes stand out.

OTHER SERVICES

Nail tips with Gel
Nail gel extension
Dipping powder
Dipping powder tips
Nail polish hand and feet
Nail cutting hand and feet

LITTLE PRINCESS (under 10 years old)
Manicure
Pedicure

GENTS HANDS & FEET
Quick Manicure + Pedicure
Gel Polish (No Colour)

WAXING TREATMENTS

EYE BROWS
CHIN
UPPER LIP
UNDER ARM
FACE
FULL ARM
HALF LEG
FULL LEG WAX
CHEST
BACK
BIKINI LINE
BRAZILIAN

SPA ETIQUETTE



Cancellation

Reservations that are canceled within four hours will be charged 50% of the displayed price. Treatment times modification are subject to our availability and confirmation of our spa host.



Arrival

Please arrive at least 15 minutes before your scheduled treatment. Late arrivals cause release spa session.



Allergies

Ishangi Spa reception will inquire about any health issues or existing allergies. Before beginning any treatment, a simple patch test will be done to check that the selected product is applicable for you.



Gentlemen

If you select a facial, please shave before the treatment. Although not required, it is unquestionably beneficial.



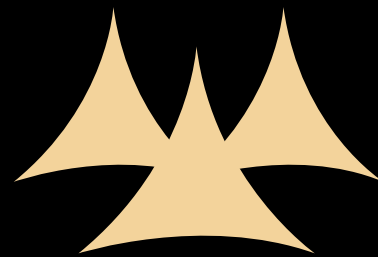
Relaxing Mode

Please switch your phone to silent mode and reduce conversations to a bare minimum to get the most out of your treatment.



Children

Children and infants are not permitted in the spa treatment rooms unless they are also receiving a treatment.



Hôtel
des Mille Collines

Thank you for staying at Hotel des Mille Collines. We hope you
enjoyed your stay and we look forward to welcoming you
back in the near future.

