



Welcome to Ilora Retreats

We are excited to have you with us.

Please read this short guide carefully to make your stay with us comfortable and seamless.



Scan to explore menus, book spa, request services & more.



BOUQUET OF EXPERIENCES!

Arrival & Departure

- Flute welcome on arrival
- Guard of honour on exit
- Tree-planting ceremony

Morning Magic | 6:00 AM – 8:00 AM

- Sunrise Yoga
- Guided bush walks
- Safari drives

→ *Breakfast* ←



Mid-Morning | 10:00 AM – 12:00 PM

- Farm-to-table experience
- Koroga (self-cooking with chef)
- Beadwork with local women
- Pottery with local artisans
- Maasai spear throwing

→ *Lunch* ←



Afternoon | 2:00 PM – 4:00 PM

- Photography classes
- Village visit
- School visit

Evenings in the Wild | 4:30 PM – 8:00 PM

- Safari drives
- Sundowner moments
- Bonfire under the stars
- Bush Flix (Outdoor movie experience)
- Ranger talks & storytelling
- Ceremony or wine-cutting evenings

→ *Dinner* ←



Celestial Nights | 8:30 PM – 10:00 PM

- Stargazing at the Sky Deck
- Star Bed: Sleep beneath the stars



Available Anytime

- Spa in the wild
- Pool serenity
- Bahati's Lounge (Open Bar)
- Photo Lounge
- Library
- Sky Deck game viewing





CAMP MAP



T	R	D	S	G	P
Guest Tents	Reception Tent	Dining Tent.	Spa Tent	Gym Tent	Swimming pool
C	L	T	SKY	B	O
Curio Tent	Photo Lounge	Public toilet.	Sky Deck	Bush Dinner site	Open Bar



ARRIVAL & DEPARTURE

- **Check-in: 01:00 PM | Check-out: 11:00 AM.**
- If you need an early check-in or a late check-out, do place an advance request with us. Depending on the availability for that day, we shall try our best to accommodate such requests, but it is not guaranteed.

MEALS/DINING

- All **meals are a 5-course plated service**, curated by a Michelin chef.
- You are welcome to customize the selection or portion size according to your preference.
- We serve Italian, European, Middle Eastern, Indian, and Chinese cuisine.
- Please choose your next meal options during your ongoing meal.
- Inform the chef of any allergies or dietary needs upon arrival.
- If you bring your own drinks, there's a corkage fee of \$25 per bottle in the common areas. No charge if you are having them in your room.
- Packed breakfast/lunch for safaris available on request.
- Special meals:
 - **Bush Breakfast:** A full breakfast served in the wild, not just a packed meal.
 - **Bush Dinner:** A candlelit, open-air dinner setup surrounded by nature.
 - **Sundowner:** Light snacks and drinks enjoyed in the bush during sunset.
- Meal timings:
 - **Breakfast: 7:00 AM–9:00 AM**
 - **Lunch: 1:00 PM–3:00 PM**
 - **Dinner: 7:00 PM–9:00 PM**

TEA/COFFEE & DRINKS

Being a luxury service, we do not provide in-room tea/coffee makers. However, from 5:00 AM to 10:00 PM, you can order from our wide selection of over 17 varieties of tea and coffee by dialing the bar.

DINING VENUES

- Main Dining Tent
- Poolside Dining
- Sky Deck Dining
- Bush Dining

ELECTRICITY & POWER

The camp runs entirely on **solar energy**, powered by a **robust 100 KWH** solar setup that supports the entire property. There is a generator for backup, though, to ensure uninterrupted operations.



IN-ROOM AMENITIES

- An **in-room safe** is available for your valuables with a default code of 1234. Once opened, you can set your own code, and instructions are placed above it. Please store all cash, cards, valuables, and passports inside and keep them locked.
- A **phone with extension numbers** is in your room; use it for any service, from tea to security escort or contacting your guide.
- Your **fridge is electricity-free** and cools 10–15°C below the outside temperature.
- **Safari ponchos** are kept in your room for use during game drives.
- **Binoculars** are available at the reception. Please ask before your safari.
- The bed is set as per your request. Let us know if you would like any changes.
- We usually don't have mosquitoes, and rooms are sprayed during turndown. If needed, we can provide extra spray or assistance.
- In addition to regular small and big-sized pillows in your tent, you may choose from the following options for extra comfort:
 - **Memory Foam Pillow:** Molds to your head and neck for personalized comfort and support.
 - **Latex Pillow:** Supports neck and shoulders, ideal for pain relief and all sleep styles.
 - **Anti-Snoring Pillow:** Helps improve alignment and breathing to reduce snoring.
- **Hot water** may take 20–60 seconds to come after turning on the faucet. **In the shower, hot is on the left and in the washbasin, it's on the right.**
- A **Do Not Disturb sign is available** in your tent; hang it if you do not want team entry or cleaning. Flip it to the other side if you would like housekeeping while you are away. Public toilets also follow the same system.
- **Umbrellas** are available in the cupboard in case you need them.
- There is a **solar torch cum lantern** to be used at night in case of a power outage or for walking.
- Nights in the Mara can be chilly. Feel free to request extra blankets or a hot water bag.

WIFI

WiFi is available throughout the camp and is password-protected. **The name is Ilora Retreats, and the password is Bahati@2025.** As you move, if wifi gets stuck, just disconnect and connect again; it will pick the nearest router.

LAUNDRY

- Please keep any laundry in the laundry bin provided.
- For guests on a **game package, 5 pieces per person per day** are included.
- Otherwise, **laundry is chargeable at \$3 per piece.**



WATER

- All water at the camp comes from our in-house RO plant.
- **Unlimited RO bottled drinking water is provided complimentary.**
- Commercial packaged water is available at an additional cost.
- Even the tap and shower water is RO-treated and safe for use.
- While water is not scarce, we encourage conscious usage.

SAFETY & SECURITY/CAMP RULES

You are very safe in the camp or during safari as long as you follow these guidelines:

- Kindly stay on footpaths and avoid walking on grass or through bushes.
- At night, please call for a security escort when moving around the camp.
- You are very safe inside your tent or any common areas, whether during the day or night.
- The camp is unfenced, and wildlife may occasionally pass through, so caution is essential.
- On safari, stay inside your designated vehicle unless your guide instructs otherwise.
- Smoking is not allowed inside the rooms, dining area, or reception. You can use the balcony if you wish to smoke.
- Please do not throw cigarette stubs or trash on the grass or around common areas. Use the designated trash cans provided.
- We have a para-medic professional onboard trained to administer any first aid, dressing, injections etc. We also have a fairly wide variety of medicines to handle most emergency situations.

COMMON AREAS

- **Dining tent:** Half open-air and half enclosed for an immersive yet comfortable experience.
- **Reception:** Also houses a mini-library and a photo exhibition gallery.
- **Photo lounge:** Features two iMacs, some photography equipment, and a 10-seater conference table.
- **Curio shop:** Showcases beautiful crafts made by local Maasai communities.
- **Sky deck:** Ideal for stargazing, sundowners, and our unique star bed experience.
- **Swimming pool:** Includes a kid-friendly section and offers stunning views.
- **Public toilet:** Located next to the bridge, with two unisex toilets.
- **Spa:** Features two treatment rooms with premium Theravine products. Bush Spa is also available.

HOW TO REACH US

- Dial from the room phone for any assistance at any time.
- You can also WhatsApp us for anything you need during your stay.



OUR COMMITMENT TO SUSTAINABILITY

At Ilora Retreats, sustainability is not just a practice—it's part of who we are. Here's how we care for the land we call home:

- Powered 100% by solar energy
- 95% of our 30-acre land remains forested and wild
- No waste is discharged into the environment—everything is treated on-site
- Plastic waste left by guests is responsibly disposed of at certified centers
- No single-use plastics used anywhere on the property
- In-house RO plant purifies all water used across the camp
- Drinking water served in reusable glass bottles in rooms and on safaris
- Organic fruits and vegetables grown in our own garden
- We bake our own breads and make fresh juices and yogurts daily
- Eco-friendly detergents used for laundry and cleaning
- Soaps and shampoos made from natural fruit extracts, 95% chemical-free
- Guest fridges run without electricity
- No cement, steel, or iron used—only locally sourced stone and canvas





Your Journey into the Wild Begins!!

Get ready to immerse yourself in breathtaking landscapes and incredible wildlife. Our dedicated team is here to ensure every moment of your stay is nothing short of extraordinary.

Enjoy exploring this magnificent wilderness!