

1. Introduction to Avani Kalutara Hotel

- Brief overview of the hotel's history, unique features, and why it stands out.
- Mention its location: between the Kalu Ganga River and the Indian Ocean, offering stunning views of both water bodies.

2. Accommodation Information

- **Room Types & Amenities:** Breakdown of room categories (Superior Rooms, Suites, Villas) with descriptions of amenities (e.g., free Wi-Fi, air conditioning, minibar, private balcony, sea or river views).
- **Room Services:** How to request room service, housekeeping, laundry, and wake-up calls.
- **In-room Entertainment:** How to access the TV, available streaming services, and local channels.
- **Special Services:** Personalized services for guests like pillow menus, customized amenities for special occasions (anniversaries, birthdays, etc.).

3. Dining Options

- **On-site Restaurants & Bars:**
 - *Mangrove Restaurant:* Breakfast buffet, à la carte lunch, and dinner with international and local cuisine options.
 - *Miridiya Bar:* Cocktail bar with light snacks.
 - *Lounge Bar:* Serving coffee, drinks, and pastries.
- **Room Dining:** How to order food to your room with sample menu items.
- **Special Dining Experiences:** Candlelight dinners on the beach or riverside.
- **Dietary Preferences:** Vegetarian, vegan, gluten-free, and Halal options.

4. Leisure & Recreation

- **Swimming Pool:** Pool hours, towel service, poolside bar, and sunbeds.
- **Spa:** *AvaniSpa* services with details on massages, wellness treatments, beauty packages, and how to book an appointment.
- **Gym & Fitness:** 24-hour fitness center details, equipment available, and personal training services.
- **Water Sports:** Canoeing, kayaking, jet skiing, and paddleboarding options.
- **Yoga & Meditation:** Scheduled classes or private sessions.
- **Daily Activities:** Beach volleyball, cultural shows, and movie nights.

5. Guest Services

- **Concierge Services:** Information on booking tours, transportation, car rental, and recommendations for nearby attractions.
- **Wi-Fi Access:** How to connect and tips for troubleshooting.
- **Laundry & Dry Cleaning:** How to use the service and typical turnaround times.
- **Kids Club:** Activities for children, babysitting services, and hours of operation.
- **Currency Exchange:** Available at the front desk, with current exchange rates and ATM locations.
- **Medical Assistance:** Availability of on-site first aid, doctor-on-call service, and nearby pharmacies.

6. Local Experiences & Excursions

- **Cultural Trips:** Temple visits, local markets, and excursions to Kalutara Bodhiya.
- **Water-based Activities:** River cruises, deep-sea fishing, and snorkeling.
- **Nature Walks:** Guided tours around the lagoon and mangroves.
- **Day Trips:** Details on popular excursions like Galle Fort, Bentota River Safari, and tea plantation visits.
- **Adventure Activities:** Cycling tours, hiking, and wildlife safaris in nearby national parks.

7. Event & Conference Facilities

- Overview of event spaces for business meetings, conferences, and weddings.
- **Banquet Services:** Available catering menus, equipment rentals (projectors, audio systems), and event planning assistance.

8. Sustainability Initiatives

- Details on the hotel's eco-friendly practices, waste management, energy conservation, and support for local communities.
- Information on how guests can participate (e.g., towel reuse program, responsible water usage, recycling).

9. Safety & Security

- **Emergency Procedures:** What to do in case of fire, medical emergencies, or natural disasters.
- **Hotel Security:** 24-hour security staff, in-room safes, and key card access.
- **COVID-19 Protocols:** Health and safety measures in place, mask policies, and sanitization practices.

10. Check-out Information

- **Check-out Process:** How to check out, luggage storage, and options for late check-outs.

- **Transport to the Airport:** Available shuttle services, taxi bookings, and transfer details.
- **Feedback & Reviews:** Encouraging guests to leave feedback and how to do so (TripAdvisor, Google Reviews, etc.).

11. Contact & Assistance

- **Front Desk:** Extension number, operating hours, and assistance.
- **Special Requests:** How to make special arrangements (e.g., arranging transportation, medical assistance, or special diet requests).

12. Guest Engagement & Loyalty Programs

- **Guest App/Portal:** If Avani has an app, provide instructions for using it for bookings, restaurant reservations, or event details.
- **Loyalty Programs:** If they have any reward system or Avani Club membership benefits for returning guests.

Hotel Facility Timings & Information

1. Pool & Beach Area

- **Swimming Pool Hours:** 7:00 AM – 9:00 PM
 - Towel service is available at the poolside.
 - Poolside bar service is available from 10:00 AM – 6:00 PM, offering cocktails, fresh juices, and light snacks.
 - Lifeguard on duty from 8:00 AM – 6:00 PM.
- **Private Beach Access:** Open 24 hours
 - Beach sunbeds and umbrellas are available from 7:00 AM – 6:00 PM.
 - Water sports equipment (paddleboarding, kayaking) is available from 9:00 AM – 5:00 PM.

2. Dining Options

- **Mangrove Restaurant (Main Buffet)**
 - **Breakfast Buffet:** 6:30 AM – 10:30 AM
 - **Lunch Buffet:** 12:30 PM – 3:00 PM
 - **Dinner Buffet:** 7:00 PM – 10:00 PM
 - Cuisine: International with a mix of local Sri Lankan dishes

- **Special Dietary Requests:** Vegan, vegetarian, and gluten-free options available upon request.
- **Miridiya Bar:**
 - **Operating Hours:** 11:00 AM – 11:00 PM
 - Specializes in cocktails, mocktails, and a selection of local spirits and international wines.
 - Happy Hour: 5:00 PM – 7:00 PM (Buy one, get one free on selected drinks).
- **Private Dining:**
 - Riverside candlelight dinner (pre-booking required): Available from 7:30 PM onwards.

3. Spa & Wellness

- **AvaniSpa:**
 - **Operating Hours:** 9:00 AM – 8:00 PM
 - Services: Massages, facials, body scrubs, and wellness treatments.
 - Couples massage packages available with prior reservation.
 - Spa Booking: Call extension 1102 or visit the spa reception.
- **Yoga & Meditation Sessions:**
 - Group sessions are held daily at 7:00 AM and 5:00 PM on the beach or in the yoga pavilion.
 - Private yoga sessions can be arranged upon request.

4. Fitness Center

- **Gym Hours:** Open 24/7 (Keycard access required)
 - Equipped with treadmills, stationary bikes, free weights, and resistance machines.
 - Personal training available from 6:00 AM – 10:00 PM (booking required).

5. Recreational Activities

- **Water Sports Center:**
 - **Operating Hours:** 9:00 AM – 5:30 PM
 - Activities available: Jet skiing, paddleboarding, kayaking, and boat rides on the Kalu Ganga River.
 - Safety gear provided for all activities.
- **Guided Nature Walks:**
 - Available every morning at 7:30 AM (booking required by 6:00 PM the previous day).

- Explore the mangroves and nearby lagoon, guided by an expert naturalist.

6. Kids Club

- **Operating Hours:** 9:00 AM – 6:00 PM
 - Supervised activities such as arts and crafts, treasure hunts, and movie sessions.
 - Suitable for children aged 4-12 years.
 - Babysitting services available upon request (24-hour notice needed).

7. Special Events

- **Cultural Show:** Every Friday at 8:00 PM in the garden, showcasing traditional Sri Lankan dance and music.
- **Movie Night:** Every Saturday at 7:30 PM by the pool. Popcorn and snacks available for purchase.

8. Guest Services

- **Room Service:** Available 24/7
 - In-room dining menu is available on the TV screen or via the guest services app.
- **Laundry & Dry Cleaning:**
 - Pick-up times: 8:00 AM and 3:00 PM (Same-day service for laundry picked up before 9:00 AM).
 - Express laundry service (additional charge) available for urgent requests.
- **Shuttle Service:**
 - Complimentary shuttle to Kalutara town at 10:00 AM, 2:00 PM, and 5:00 PM daily.
 - Airport transfer service available (24-hour prior notice required).

9. Check-out Information

- **Check-out Time:** 12:00 PM
 - Late check-out available upon request (subject to availability).
 - Luggage storage is available for guests with late flights.

10. Emergency & Safety

- **Emergency Contact:** Dial extension 9 for any emergencies.
- **Doctor-on-Call:** Available 24/7; contact the front desk for assistance.
- **Fire Exits & Safety Procedures:** Fire exit maps are available in all guest rooms and public spaces. Regular fire drills are conducted to ensure guest safety.