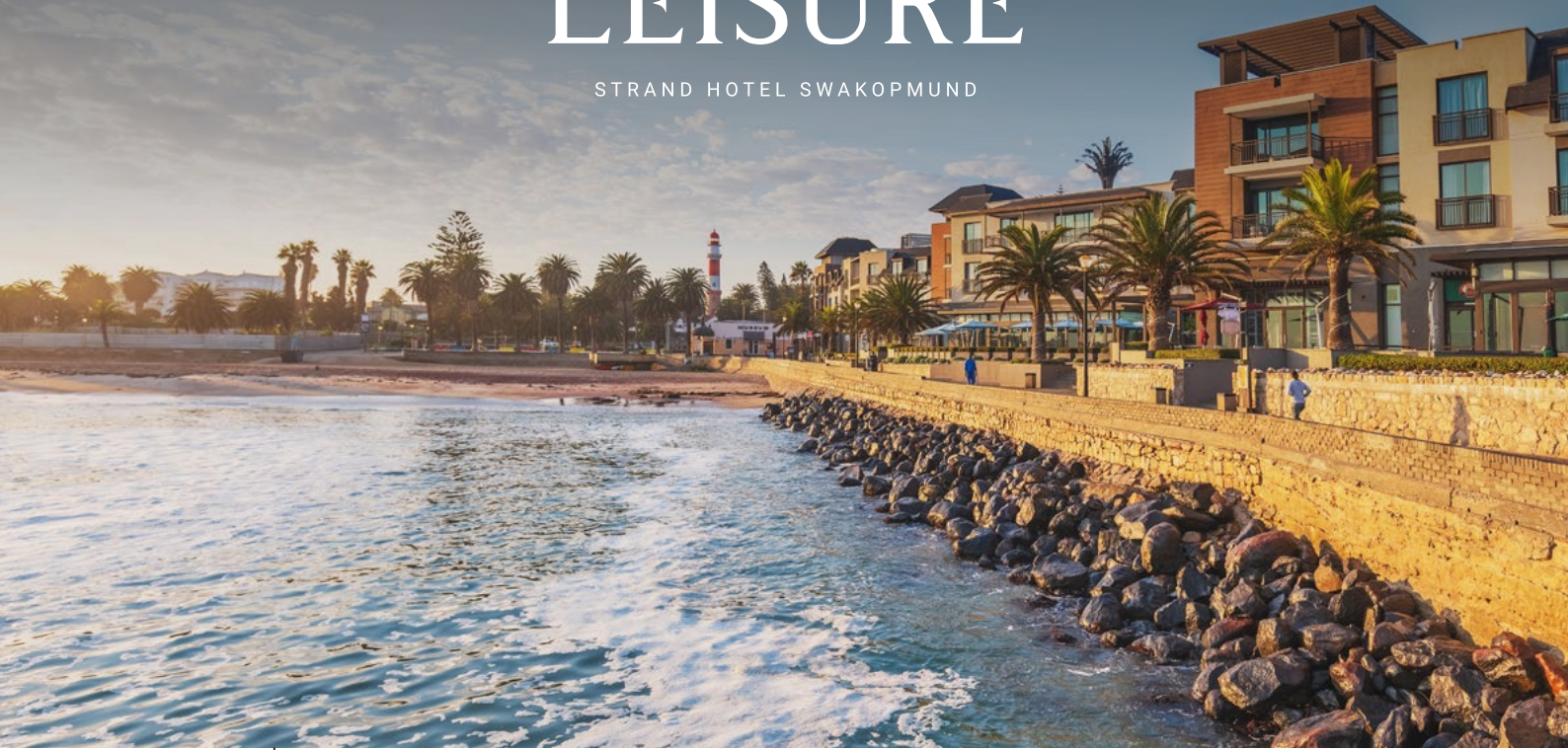


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LEISURE

STRAND HOTEL SWAKOPMUND



WELCOME TO

UNPARALLELED EXPERIENCES





NAMIBIA

THROUGH OUR EYES

At O&L Leisure, we believe in creating experiences that reflect the heart and soul of Namibia—its vast landscapes, wildlife and the warmth of its people. “Namibia Through Our Eyes” is our promise to showcase this country in a way that is authentic, caring and passionate, ensuring that every luxurious moment resonates with the true spirit of Namibia.





A WARM WELCOME

HERZLICH WILLKOMMEN

My team and I are delighted to welcome you to the Strand Hotel Swakopmund. Our combined mission is to offer you, in true Namibian style, a genuine sense-of-place experience, while hosting you with warmth and sincerity throughout your stay.

Strand Hotel is proudly located on The Mole - a historic and iconic landmark in Swakopmund. With its remarkable sea views, our unique setting is complemented by a selection of restaurants, bars and sea-facing terraces. We look forward to offering you the perfect place to relax, savour exceptional cuisine and connect with travellers. Great food, great people and great moments.

This guest service directory introduces you to the diverse range of facilities and services we are pleased to offer you, our valuable guest. Discover the serene Atlantic Spa, the fully equipped Atlantic Gym or the tranquil Welwitschia Lounge. Enjoy the lively restaurant and bar, Brewer & Butcher, featuring the Swakopmund Brewing Company - our very own in-house microbrewery crafting distinctive local brews. Culinary discovery continues at Ocean Cellar, our refined seafood restaurant and wine & oyster bar, where fresh flavours meet ocean front elegance. Alternatively, enjoy the inviting charm of the Farmhouse Deli, serving wholesome, home-style cuisine in a warm and welcoming atmosphere.

To ensure you get the most out of your stay and create lasting memories, kindly contact reception. Our team is on hand to introduce you to a world of coastal experiences - from the soaring dunes to the Atlantic Ocean- featuring unforgettable tours, adventures and sightseeing opportunities.

For a truly personalised experience, our Golden Ambassadors are your dedicated point of contact throughout your stay at O&L Leisure Properties. With intuitive attention to detail and a commitment to excellence, they ensure each moment is thoughtfully tailored to you. From the time of booking to your departure, they anticipate your preferences, creating a seamless and memorable journey. Working in close collaboration with the General Manager, they bring the warmth and hospitality of a home-like environment to every moment of your stay.

Our team is dedicated to crafting a stay that is both gemütlich and refined, with thoughtful touches that leave a lasting impression. Please feel free to contact us, assistance is available at any time.

Warmest regards,

Strand Hotel Swakopmund
General Manager



HOTEL CONTACT NUMBERS

Telephone

+264 64 411 4000

E-mail

Please be advised that friends and family can use the above generic e-mail address to send you e-mails. Kindly request them to clearly state your full name to ensure we deliver a print-out of the e-mail to your room.

Welcome.Strand@ol.na

USING YOUR IN-ROOM TELEPHONE

- | | |
|------------------------|---|
| • Room to room: | Dial room number |
| • Local calls: | Dial 0 + number |
| • National calls: | Dial 0 + city/town code + number |
| • International calls: | Dial 0 + country code + city/town code + number |

IMPORTANT HOTEL EXTENSION NUMBERS

Atlantic Spa	4421
Conference and banqueting coordination	4601
Duty manager	4000
Emergency/security	4770
Housekeeping and laundry	4815
Lost and found	4770
Restaurant reservations	4410
Room service	4569
Switchboard/operator	4000
Wake-up calls	4000



SERVICES AND FACILITIES

ACTIVITIES

Ext. 4000

Kindly contact reception on the ground floor at the front entrance of the hotel for more information.

AIR CONDITIONING

You will find your individual thermostatic control at your bedroom entrance.
Kindly ensure exterior windows and sliding doors are closed.

BANKS & ATM'S

Ext. 4000

A Standard Bank ATM can be found in-house. Other banks and ATM's are situated in the centre of Swakopmund (+/- 1.5km). Kindly contact reception for further details.

Banking hours: 08h30 - 15h30 during the week and **08h30 - 11h00** on Saturdays.

BABYSITTING

Ext. 4000

In-room childminders can be arranged.
24 hours prior notification is required.

BABY COTS

Ext. 4815

Kindly contact housekeeping.

BANQUETS AND PRIVATE FUNCTIONS

Ext. 4601

The state-of-the-art, multi-purpose Strand Hotel's conferencing and banqueting centre is designed to host meetings, incentives, conferences, trade shows, car and product launches, VIP boardroom meetings, banquets and weddings of various sizes. Spanning an impressive 440m², our facility offers various spaces that can serve as independent, exclusive venues or seamlessly merge to create a grand affair. We can host up to **230 guests**.

For further information, please contact our Conference and Banqueting Coordinator, available Monday to Friday from **08h00 - 17h00**.



SERVICES AND FACILITIES

BICYCLE HIRE

Kindly contact reception.

Ext. 4000

BLANKETS

A blanket is stored in the bedroom cupboard. For additional blankets kindly contact housekeeping.

Ext. 4815

BUSINESS SERVICE

For assistance with photocopying or other business services, please contact reception.

Ext. 4000

CAR HIRE

Kindly contact reception.

Ext. 4000

CHECK-OUT

Check-out time is at **10h00**. For late departures, kindly contact reception in advance. Late check-out is subject to availability and may incur an additional charge.

Ext. 4000

CHEQUES AND CREDIT CARDS

MasterCard and Visa cards are accepted.
We regret that we are unable to accept personal cheques.

CHILDREN'S BEDS/SLEEPER COUCHES

50 of the Strand Hotel's bedrooms and suites are equipped with sleeper couches, suitable for children up to 10 years of age. Upon request, our housekeeping team will prepare these couches as beds between 18h00 and 21h00. Should you require this service outside these hours, kindly contact housekeeping.

Ext. 4815

CHURCH SERVICE

Kindly contact reception.

Ext. 4000

CINEMA

The Swakopmund cinema is located in the Swakopmund Entertainment Centre, 2km (10 minutes) from the Strand Hotel. Kindly contact reception.

Ext. 4000



SERVICES AND FACILITIES

COMMENTS

Your experience is important to us and we would be delighted to hear your thoughts directly during your stay. If you have a moment, we would also appreciate your review on TripAdvisor.

CONFERRING AND BOARDROOM MEETINGS

Ext. 4601

Kindly refer to banquets and private functions information.

COURIER SERVICE

Ext. 4000

Kindly contact reception.

DOCTOR/DENTIST

Ext. 4000

For medical attention please contact reception.

DO NOT DISTURB

Kindly place the do-not-disturb door hanger on the latch outside your door. To allow housekeeping to service your room, please replace it with the make-up-room door hanger.

DRY CLEANING/LAUNDRY

Ext. 4815

Dry cleaning services are available Monday to Friday (excluding public holidays).
Our laundry service is available daily. As it is outsourced, kindly allow up to 2 days for completion.
Same-day service is available if the laundry is handed in before **09h30**.
For collections, contact housekeeping or use the collect-laundry door hanger.
Dry cleaning/laundry lists and bags are available in the bedroom cupboard.

DUTY MANAGER

Ext. 4000

A duty manager is at your service, between **18h00 - 23h00**.
A night receptionist is available from **23h00 - 06h00**.

E-MAIL AND INTERNET ACCESS

Ext. 4000

A complimentary wireless internet connection is available in your room and all public areas within the Strand Hotel. To access the wireless network follow these steps:

1. Use your Wi-Fi icon and check for 'Strand Hotel Swakopmund' to appear.
2. Connect to the 'Strand Hotel Swakopmund' Wi-Fi network.
3. A screen appears where you can login to the Strand Hotel Swakopmund network using the password.



SERVICES AND FACILITIES

ENABLED BEDROOMS

Ext. 4000

The Strand Hotel has two enabled bedrooms.
Kindly contact reception.

FIREARMS

Ext. 4000

No firearms or dangerous weapons are allowed in the Strand Hotel's public areas or bedrooms.
Firearm safes are available.

Kindly contact reception for prior arrangements.

FORGOTTEN OR LOST ITEMS

Ext. 4770

Kindly contact security.

GYM/FITNESS CENTRE

Ext. 4425

The Atlantic Gym and male/female saunas are located on the second floor.
Guests can access the Gym 24/7 by using their keycards.

HAIR SALON

Ext. 4000

Several hair salons are located in the Swakopmund town centre. Kindly contact reception.

IN-ROOM DINING

Ext. 4569

Operating hours: 06h30 - 21h30 daily.
Kindly refer to the in-room dining menu.

IRONS AND IRONING BOARDS

Ext. 4815

These are available from housekeeping. A full valet service is also available.
Kindly contact housekeeping.

LAUNDRY/DRY CLEANING

Ext. 4815

Kindly refer to the dry cleaning section.

LUGGAGE STORAGE

Ext. 4000

A luggage storage facility is available. Kindly contact reception.



SERVICES AND FACILITIES

MINI BARS

Ext. 4569

All mini bars are stocked and replenished daily.

NEWSPAPERS

Ext. 4000

Various Namibian newspapers in English, Afrikaans and German are available. Kindly contact reception.

PETS/DOGS

The hotel is pet/dog friendly, however kindly note the following:

- Restaurants - pets allowed on the terraces only and must remain leashed.
- Hotel rooms - only guide dogs are allowed.

RESTAURANT RESERVATION

During office hours:
08h00 - 17h00

Ext. 4410

After hours:
Ocean Cellar
Brewer & Butcher
Farmhouse Deli

Ext. 4532
Ext. 4512
Ext. 4522

SAFES

Ext. 4000

An electronic in-room safe, for personal valuables, is provided for your convenience. For additional security, including high-security and firearm safes, kindly contact reception to arrange access to our dedicated strong room.

SECURITY

Ext. 4770

Security at the Strand Hotel is controlled by a full-time security manager and consists of patrolling security guards, internal and external CCTV cameras and a 24/7 security surveillance room. For any safety and security matters kindly contact our Security department.

SAUNA/STEAM ROOM

Ext. 4425

Male/female saunas are available at the Atlantic Gym on the second floor, while steam rooms are located in the Atlantic Spa on the first floor. For access, kindly contact the Atlantic Spa at least 15 minutes in advance.

Guests are welcome to reserve and enjoy the Atlantic Spa's Crystal Steam Rooms, rain showers, and Rooftop Garden Terrace - including beverages from the Spa refreshment station - for N\$100 per person without booking a treatment. The Atlantic Gym saunas are available on a complimentary basis. Access to both facilities is based on availability.

Enjoy working out in our gym, accessible 24/7 with your room keycard.



SERVICES AND FACILITIES

SMOKING

In accordance with Namibian legislation, the hotel is a non-smoking environment. Designated smoking areas are available.

TELEVISION

Ext. 4425

All rooms feature IPTV, offering live TV channels, on-demand movies and shows, plus convenient access to hotel information and services.

TOILETRIES

Ext. 4815

For your convenience, the following complimentary amenities are available from housekeeping.

- Shower caps
- Vanity care kit with ear buds, nail file and face wipes
- Sewing kit
- Shoe shine mitt
- Shaving kit
- Dental kit

TRANSPORT AND TRANSFERS

Ext. 4000

Kindly contact reception.

WELLNESS

Ext. 4421

Atlantic Spa:

Our in-house spa is located on the first floor. For treatment bookings kindly contact us.

Operating Hours:

Sunday - Thursday: 09h00 - 19h00 | Friday - Saturday: 09h00 - 20h00 | Public Holidays: 09h00 - 20h00



BUSINESS MADE PLEASURABLE

Perched at the edge of the Atlantic, open your next meeting with the smell of the ocean as your backdrop. With our idyllic location as the perfect setting, you are invited to conduct business with a fresh new perspective.

Designed to host meetings, incentives, conferences, launches and banquets, small and big, our state-of-the-art business facility spreads over 440m² and features multi-functional spaces that can act as separate, exclusive or conjoined facilities. The Topaz annex, Tourmaline room and the Aquamarine and Garnet boardrooms all have natural daylight and are equipped with appropriate blackout curtaining.

Once you're done conducting business, you can relax with a leisurely stroll along the promenade, a much needed break on the beach or with a rejuvenating session at the Atlantic Spa.





YOUR PREMIER WEDDING DESTINATION

The Strand Hotel offers an unparalleled setting for your wedding, offering a prime location on The Mole with the ocean surrounding it on three sides. This breathtaking backdrop provides the perfect ambience for your special day.

Beyond its stunning location, we are dedicated to making your wedding unforgettable through meticulous attention to detail and exceptional service. Our talented chefs are passionate about creating delicious, custom menus to perfectly complement your romantic wedding experience while elevating your day even more with a special, handcrafted wedding cake. From a mobile dance floor, staging and custom lighting to advanced sound systems and gourmet catering, the hotel handles every detail, allowing you to relax and fully enjoy your unforgettable day.





SERVICES AND FACILITIES

ATLANTIC SPA

A haven of relaxation and renewal, the Atlantic Spa harnesses the restorative powers of the ocean and desert. Pre and post treatment, enjoy crystal steam rooms, rain showers and an exclusive lounge. Guests are invited to unwind on the garden terrace, featuring a reflexology pathway and couples therapy suite. Bespoke therapies are offered in private rooms or a couples suite. The solarium's grooming lounge provides beauty treatments including manicures and pedicures. Experience tranquillity and balance with award-winning BABOR skincare.

FACILITIES

- Individual crystal steam rooms
- Rain showers
- Two therapy rooms available
- Couples therapy room
- Outdoor couples therapy suite with fireplace
- Grooming lounge
- Relaxation lounge
- Rooftop garden terrace
- Lockers
- Sauna (located at Atlantic gym)

BESPOKE EXPERIENCES

- Signature spa journeys
- Rasul body experience
- Shell therapy
- Crystal treatments
- Salt therapies
- Customary foot rituals
- Award-winning German skincare range BABOR
- Signature Atlantic spa range





IN-HOUSE DINING

BREWER & BUTCHER

Ext. 4410

A microbrewery, beer garden, restaurant, bar and lounge with an open fireplace are complemented by a sea-facing terrace featuring its own fireplace. The à la carte menu offers lunch, dinner and bar snacks, specialising in Namibian, German and other meat dishes, along with craft beers brewed on-site. Guests also have the opportunity to experience the brewing process first hand.

MONDAY - SUNDAY:

Open daily:

12h00 - 22h00

Kindly note that last dinner orders must be placed at least 30 minutes before the closing time indicated above.





IN-HOUSE DINING

OCEAN CELLAR

Ext. 4410

A seafood restaurant and oyster and wine bar with a sea-facing terrace, specialising in the finest ocean offerings, including Namibian oysters, sushi and sashimi. A unique highlight is the show kitchen, where diners can sit at the counter and watch the chefs in action. The à la carte menu features lunch, dinner and seafood bar snacks.

MONDAY - SUNDAY:

Open daily:

12h00 - 22h00

Kindly note that last dinner orders must be placed at least 30 minutes before the closing time indicated above.





IN-HOUSE DINING

FARMHOUSE DELI

The best breakfast in Swakopmund is served from 06h00, seamlessly transitioning into an internationally inspired à la carte lunch and dinner menu from 11h00 to 21h30. A delicious selection of cakes and specialty coffees is also available throughout the day.

Don't miss our tempting cakes and specialty coffees!

MONDAY - SUNDAY:

Open daily:

12h00 - 21h30

Kindly note that last dinner orders must be placed at least an hour before the closing time indicated above.

Ext. 4410





IN-HOUSE DINING

WELWITSCHIA LOUNGE, BAR AND TERRACE

Named after the iconic and exclusive Namibian desert plant, this facility is privately located leading to the reception/lobby. It consists of three open plan areas - residential lounge with large fireplace, exclusive cocktail bar and bar lounge and its own private sea-facing terrace. It features a menu comprising of cakes, pastries, light meals and a variety of teas, coffees, hot chocolate and alcoholic beverages.

MONDAY - SUNDAY:

Open daily:

10h00 - 23h00

CAFÉ MOLE

Café Mole is conveniently situated at the entrance to the Mole beach strip with a perfect view of the beach and ocean. There is so much to see in Swakopmund - so grab a take-away and enjoy it on the go. Find a range of divine waffles, milkshakes and ice cream with flavours that will hit you like a wave.

MONDAY - SUNDAY:

Open daily:

10h00 - 18h00





IN-ROOM DINING

Enjoy the convenience of in-room breakfast, available from **06h30 - 10h00**. A full menu, featuring everything from freshly brewed coffee and tea to juices, yoghurts, omelettes, pastries and seasonal fruits, can be viewed on your in-room IPTV or through the physical breakfast menu conveniently located in your room. The full menu for in-room dining is also available on your IPTV. A tray charge of **N\$100** applies. To place your order, simply dial **4569** from your room phone.

For your convenience, all of our in-house hotel services and facilities are accessible directly through the IPTV system in your room. Whether you're looking for information on lost or forgotten items, details about our gym and fitness centre, scheduling an appointment at the hair salon or arranging laundry services, simply navigate through the IPTV menu. This integrated system ensures you have immediate access to everything you need for a comfortable stay.





ACTIVITIES & ATTRACTIONS

Discover Swakopmund and the Namib Desert with help from reception.

Our dedicated team, equipped with local expertise and partnering with reliable third-party suppliers, can assist you in planning your adventures. We'll personalise your itinerary with engaging and culturally enriching activities, ensuring you experience the very best the region has to offer. Our primary goal is to ensure that every guest's stay is personalised and enriched with handpicked educational, adventurous and cultural activities.

IT PROVIDES:

- Airline re-confirmations
- Car & bicycle hire
- Transfer arrangements
- Restaurant reservations
- Shopping advice & information
- Personalised consultation

ACTIVITIES, TOURS AND ADVENTURES INCLUDE

- Ballooning
- Skydiving
- Bird watching tours
- Cape Cross seal colony
- Messum crater tour
- Fishing excursions
- Living Desert Tours
- Namib Desert day trips
- Namib Desert night walks
- Quad biking
- Sandboarding
- Sandwich Harbour tour
- Spitzkoppe mountain day tour
- Swakopmund sightseeing
- Swakopmund historic and cultural tour
- Walvis Bay sightseeing
- Scenic Namib Desert and
- Atlantic Ocean flights
- Catamaran dolphin and seal tours
- Moon-landscape tours into the Namib Desert
- Cultural township tours
- Horse and camel riding
- And more...

SWAKOPMUND MAP

TOURIST & HISTORICAL SITES



1. DESERT EXPLORERS
2. SWAKOPMUND MUSEUM
3. SWAKOPMUND JETTY
4. WELWITSCHIA PLAINS
5. SWAKOPMUND CAMEL FARM
6. NATIONAL MARINE AQUARIUM OF NAMIBIA
7. WOERMANNHAUS & DAMARA TOWER
8. SWAKOPMUND MOLE
9. SWAKOPMUND LIGHTHOUSE
10. HOHENZOLLERNHAUS

11. GERMAN EVANGELICAL LUTHERAN CHURCH
12. ALTES AMTSGERICHT
13. OTAVI BAHNHOF
14. THE OLD PRISON
15. DIE KASERNE
16. PRINZESSIN RUPPRECHT HEIM
17. STATE HOUSE
18. BIRD ISLAND
19. STRAND HOTEL SWAKOPMUND