



CORAL BEACH
— H O T E L —
D A R E S S A L A A M

Frequently Asked Questions on our Hotel Policies and Amenities

Q: What are the check-in and check-out times at the hotel?

A: Our standard Check-in Time is 14:00 hrs., and our standard Check-Out time is 11:00 hrs. We understand that travel plans can vary, so we do our best to accommodate early check-ins and late check-outs upon request, within a 3-hour window of our standard policy. Please note that these requests are subject to availability, and additional charges may apply for late check-outs and early check-ins.

Q: Do you provide airport transportation?

A: We offer airport transportation services for our guests. Please let us know your flight details in advance, and we will arrange for a shuttle service to pick you up from the airport. Additional fees will apply for this service. Please let us know your flight details at least 12-hrs prior landing. Additional fees will apply depending on the number of pax.

Q: Is there parking available at the hotel?

A: Yes, we have parking facilities available for our guests.

Q: Is there a fitness center or gym at the hotel?

A: Yes, we have a fully equipped 24hrs fitness center available for our guests to use. It includes a range of exercise equipment and facilities to help you stay active during your stay.

Q: What amenities are included in the rooms?

A: Our rooms are designed to provide a comfortable and convenient stay. Standard amenities include comfortable beds, a private bathroom, air conditioning, a flat-screen TV, free Wi-Fi, a mini-fridge, two bottles of water, a safe, and a work desk. Additionally, some room types may offer additional features such as a balcony.

Q: Is Wi-Fi available at the hotel?

A: Yes, we provide complimentary Wi-Fi access for all our guests. You will receive the Wi-Fi login details upon check-in, and you can connect to the internet from your room or public areas within the hotel.

Q: Does Coral Beach Hotel allow taking food and drinks from outside?

A: No, we do not encourage guests to bring food from outside as we have a multi-cuisine restaurant at the Hotel known as Ngalawa Surf and Turf Restaurant.

Q: What are the restaurant timings at the hotel?

A: Our restaurant operates from 12:00hrs to 22:30 hrs, we have an extended room service menu available to order from 22:00hrs to 04:00am. We also recommend checking with our front desk for any daily or weekly specials.

Q: Does the hotel have a swimming pool?

A: Yes, we have a swimming pool available for our guests to enjoy. We provide pool towels for your convenience, and our pool area also offers lounge chairs and umbrellas for relaxation.

Q: Are pets allowed at Coral Beach Hotel?

A: Apologies, but we have a no pet policy at the hotel.

Q: What is the smoking policy at the hotel?

A: We have a strictly no smoking policy in the rooms. However, kindly ask at the reception to direct you towards a designated spot for smoking.

Q: How far is the airport from the hotel?

A: The airport is approximately 40 minutes away from the hotel, with a distance of 21.3 kilometers. Please note that travel times may vary depending on traffic conditions and the chosen route.

Q: How far is the ferry terminal from the hotel?

A: The ferry terminal is approximately 21 minutes away from the hotel, with a distance of 11.5 kilometers. Please keep in mind that travel times may vary based on traffic conditions and the specific route taken.

Q: Is there a nearby hospital for emergencies?

A: Yes, the nearest hospital is Sali International Hospital, conveniently located just 1 minute away from the hotel. It is approximately 210 meters away, ensuring quick access in case of emergencies or medical needs.

Q: Is food available in the middle of the night at the hotel?

A: Our restaurant closes at 22:30hrs, however we offer a small bite room service menu which is available to order from 22:00hrs to 04:00am.

Q: Does the hotel have access to the beach?

A: Yes, our hotel has access to a private beach.

Q: Do you offer any water sports activities?

A: Yes, we currently have kayaking facilities for our guests.

Q: Does the hotel offer any entertainment activities?

A: Yes, our Ngalawa restaurant offers a live band and a DJ over the weekend (Friday, Saturday & Sunday).

Our Standard Accommodation Terms and Conditions

1. Cancellation can be done within 48hrs before the arrival date, later than that a late cancelation/no show fee of 1 night cost will apply.
2. In the event of premature departure, the full extent of the stay as originally booked and confirmed will be charged.
3. All guests booked under direct payment basis are required to pay for all the night's stay upon check-in.
4. Unless otherwise instructed in your reservation, the Hotel has the right to charge your Guests a deposit to cover incidentals or apply a credit card pre-authorization hold (such as food and beverage, laundry, mini bar, etc.).
5. Our standard Check-in Time: 14:00 hrs. and our standard Check-Out time is 11.00 hrs. We do our best to accommodate early check in and late check out requests within a 3-hour window of this policy (extra charges are applicable).
6. Early check-in before 09:00 – full additional room rate applies.
7. Late check-out from 14:00hrs-18:00hrs – 50% of the room rate surcharge of applies. All check-out post 18:00hrs full night charge is applicable.
8. Property age policies:
 - a. Adults 18 years and older are required for check-in purposes.
 - b. Children are considered those up to and including 12 years of age. Guests 13 years and older are priced as adults (i.e., adult double rate applies)
 - c. Infants up to and including 2 years old stay for free with adults in the same room. Complimentary baby cots are available upon request and availability.
 - d. Children from 8 years old to 12 years old sharing the same room as adults will attract a \$15 per child per night surcharge for any breakfast inclusive package.
 - e. Extra bed - \$30 surcharge applies inclusive of breakfast.
9. All other standard Hotel policies in terms of ensuring safety, security, and wellbeing of our Guests and employees applies.