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Booking procedure and regulations

- ❖ Enquiries and reservations can be made through e-mail or phone (7am till 10pm) or you can come to the spot. We aim to respond within 24 hours.
Sent us your name / e-mail / mobile number / check in date / room preference / number of days / number of guests / special needs
- ❖ Each reservation will be charged with one night room deposit. Deposit has to be sent upfront via mobile money (MTN 059 738 34 68) or cash. Transfer through Taptap Send, Remitly, ... is also accepted. By sending your deposit you are agreeing with this booking procedure and regulations.
- ❖ Your reservation is not guaranteed until we receive your deposit. Once your deposit fee has been sent you can inform us (call us or send us a screen shot) so we can confirm you that we have received the money and that your reservation is secured.
- ❖ Cancellations policy: deposit is fully refundable till 48 hours before arrival date or half refundable within 48 hours before arrival.
- ❖ Your final bill payment can be made upon arrival via mobile money (MTN 059 738 34 68) or cash (Kpando has two banks with ATM). A receipt will be handed over after full payment.
- ❖ Guests who arrive with public transport can ask taxi, tuktuk or motorbike to bring you to our guesthouse or inform us in advance if you feel more comfortable with pick up at the station. If you come with your personal transport you can find us on google maps.
- ❖ Check in time from 1pm / Check out time before 12pm.
- ❖ All beds come with bed covers and towels are provided. You can ask to refresh bed sheets and towels if you stay more than 3 nights. Our staff can clean the room on demand.
- ❖ Our Wizzy's Emo Restaurant offers a different range of nice meals. The kitchen closes quite late, but can guarantee orders till 10pm. If you arrive late you better call ahead to order! Specials or larger group should pre-order in the morning. Check our menu online. As we have our own bar and restaurant serving delicious food and drinks we prefer our guests not to bring their own. Please inform us in advance if you intend to deviate from this regulation and want to bring your own food.
- ❖ Basic breakfasts are included in the room price, but you can order other types of breakfast from our breakfast menu and order your breakfast in the evening (preferable before 8pm).

- ❖ Note that we started Emo Guesthouse in January 2022 and have no generator yet. Our kitchen and water installation have generator in the scarcely case of electricity breakdown. We hope to serve these services as soon as possible.
- ❖ We normally don't allow pets on the site. Inform us in advance if you would like to bring your pet.
- ❖ Free Wi-Fi is available for all guests. Please ask for the password at the reception.
- ❖ Help us to preserve our beautiful environment by switching off lights, fans and AC's when you are out of the room. Also help us to save water and separate the garbage.
- ❖ We encourage our guests to bring any remarks or complaints to our staff members. We will try our best to make your stay enjoyable.

Looking forward to have you with us!

We think Global and Act Local!!!

- ❖ Emo Guesthouse is situated in a serene and safe environment at walking distance from Kpando market and main station.
- ❖ Our lobby and rooms are nicely decorated by local craftsmen.
- ❖ We offer different types of breakfast. Basic breakfast is free and you top up for special breakfasts. Check the breakfast list.
- ❖ Drinks and delicious food at our Wizzy's Emo Restaurant & Emo Bar beside the Emo Guesthouse.
- ❖ We can assist you with excursions to one of the many Waterfalls, Mt Afadjato, Boat trips on Lake Volta, Tafi Monkeys, hiking tours at Avetime hills or Likpe Todome Caves.
- ❖ Kpando is a fascinating, buzzing town (situated a stone's throw from lake Volta) with a rich colonial and cultural history.
- ❖ Emo Guesthouse is operated by Emo Foundation NGO. The profit helps us to pay the tuition fees of our tertiary level scholarship students.