

The Celestial Mountains Guest House

Naryn



“ESSENTIAL INFORMATION”

Services: We offer our clients the following services:

- accommodation - in rooms (or in yurts during the summer)
- rooms cleaned everyday - with clean sheets and towels for each guest (linen changed every 5 days and towels every 3 days for guests staying several days)
- meals (bed and breakfast inclusive in the price - lunch or picnic lunch by order) - special menu upon request
- television
 - in the television room with a local and satellite channels and a selection of videos in English and Russian
 - in the Executive Rooms showing local channels and with a CD player
- car parking
- wifi internet access
- use of telephone/fax (including international calls)
- sale of drinks
- safe keeping of valuables handed into the staff and put in the safe
- storage of baggage - upon request
- soap is available on request (free of charge)
- use of iron and ironing board upon request
- use of first aid kit upon request
- sale of souvenirs, and literature
- information about Kyrgyzstan, Naryn and Kyrgyz traditions

Prices:

- We offer a range of pricing options: Room only, Bed and Breakfast, Half Board (Bed, Breakfast and Evening Meal), Full Board (with three meals) Packed lunches are also available on request.
- Room prices are based on Occupancy – 1 person, 2 or 3. Prices in yurts are per person.
- Children under 5 – free. Children aged 5-15 half price.
- Discounts are available to organizations with whom we have a contract – frequent or long term guests
- We do not have separate prices for “foreigners” and “locals” – we believe this to be against the constitution. We can, however, make special arrangements for drivers etc.

Check in time: 12:00 - **Check out time** 12:00

Please note that the times are the same. So far, our experience is that this has not caused a problem – but it is possible that if you want to check in at 12:00 then the room may not yet have been cleaned.

Meals: The Dining Room is in the Basement – meal times can be varied by arrangement with the staff. There area selection of drinks available – please order from the staff and pay for them separately. If you have your own, you are welcome to drink them – but please explain to the staff beforehand so that they don't get confused and try to charge you for them (!)

Lunch, or pack lunches, can be provided if you order beforehand.

Television: On the first (ground) floor there is a Television room. There are three local (Russian and Kyrgyz language) channels and a selection of Satellite channels available. We also have a selection of English and Russian language videos, which you are welcome to watch – there is no charge.

Communications: The telephone/fax is located in the Manager's office on the first (ground) floor. We charge the cost to us according to Kyrgyz Telecom's tariff – plus a small surcharge. Internet access is also available, e.g. for checking your email.

Utilities: Heating – Water – Electricity – Telephones. The guesthouse is situated on the edge of town and we sometimes have difficulty with some of the utility services. As a result we have installed our own generator, which can operate when there are power failures; a water tank and pump; our own coal burning boiler for heating and we store bottled gas as a reserve for cooking. Problems, however, do still occur and although we hope that your stay will not be affected in any way, we assure you that if any do arise during your stay we will do our utmost to solve them. We ask you to accept our apologies for any inconvenience and your understanding whilst we work on them.

Fire – in each room there is a simplified schematic map of the guesthouse with instructions of what to do in the event of fire.

Please make sure you familiarize yourself with it. If you discover a fire please inform the staff and evacuate the building.

Security – Please do not allow strangers into your room. Also, please do not leave money and valuables unattended. If you want to place money or valuables in the safe, please see one of the staff. We cannot be responsible for belongings left in rooms. There are staff in the hotel at all times. The main door is bolted at nights. The property is fenced.

Consideration for other guests - Please remember that some guests may be leaving very early in the morning (for example, to go to Torugart) and so we ask you not to make a lot of noise at night. If you are leaving early in the morning – please remember that other guests will still be asleep.

Payment – You can pay in US Dollars, Euro or Kyrgyz Som – our prices are quoted in US dollars – but by law all invoices and receipts have to be in Som. We use the official exchange rate of the National Bank. This may differ from the rates offered by banks and exchange offices. Please note that we do not have a license to operate as an exchange office and cannot exchange currency.

Special Arrangements: It is possible to make special arrangements for meals, a concert of traditional Kyrgyz music, a demonstration of traditional Kyrgyz crafts or with local organizations for translators, transport and other services.

Staff – The staff are all Kyrgyz (apart from the Director – Ian Claytor). They understand some English but do not speak it very well. If you need to speak to someone in English, they can phone Bishkek for you (free of charge).

Comments – There is a comments book located in the Dining Room