

Lake Elementaita manor

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Email: resrvations@lakeelementaitamanor.co.ke

Web: www.lakeelementaitamanor.co.ke.....Hotel with a lake view



TERMS & CONDITIONS:

1. Rates and Inclusions:

- Our rates are quoted per room, **per night** and are inclusive of all applicable government taxes and service charges.
- Rates are based on the selected meal plan as follows:
- **Bed & Breakfast (BB):** Accommodation and breakfast.
- **Half Board (HB):** Accommodation, breakfast and dinner.
- **Full Board (FB):** Accommodation, breakfast, lunch and dinner.
- Bonfire is available upon request and subject to availability.
- Beverages, including water, soft and alcoholic drinks, are available at an additional charge and may be ordered from our Bar/Restaurant.

2. Cancellation Policy:

- Cancellation made within 14 days of arrival: 100% of the total booking will be charged.
- Cancellations made between 15 and 30 days prior to arrival: 50% of the total booking amount will be charged.
- Cancellations made more than 30 days prior to arrival: 10% of the total booking amount will be charged.
- No show will result in a 100% charge.

Additional Guidelines

- All cancellations or modifications must be submitted in writing.
- Each booking is eligible for one modification only, subject to availability and rate differences.
- Modifications should be communicated in advance, 6 PM a day prior to the checkin Day.
- During peak seasons and public holidays, full prepayment may be required, and cancellation terms will be applied strictly.
- Refunds, where applicable, will be processed to the original mode of payment within 14 working days

NOTE:

NO REFUNDS WILL BE ISSUED AFTER CHECK-IN, EVEN IF YOU DECIDE TO SHORTEN YOUR STAY.

4. Check-in and Check-out Times:

- Check-in: 2:00 pm
- Check-out: 10:30 a.m.
- Late check-out (subject to availability and additional charges):
- Until 13:00 Hours: 25% of the existing room rate
- Until 16:00 Hours: 50% of the existing room rate
- After 17:00 Hours: 100% of the existing room rate

5. Minimum Stay Policy

- For Weekends, A minimum stay of 2 nights applies. A 1-night stay on weekends is subject to availability and opening.
- For easter and Christmas, Minimum number of nights Should be 3. A 2 night or Less stay is Subject to availability and openings.
- One-night stays are accepted from Sunday to Thursday.

6. Payment Policy:

- A pro-forma invoice will be sent upon reservation confirmation, requiring a 70% deposit.
- Full payment is required upon guest arrival date.
- Reservation is guaranteed only upon payment of the 70% deposit.

Payments may be made via Cash, Paybill, Till or PDQ

7. Room Capacity and Children Policy:

- Deluxe rooms can accommodate up to 2 adults (extra bed available upon request).
- Twin rooms can accommodate up to 2 adults.
- **Children policy:** Below 4 years old sharing with adults stay free, 5-12 years old pay 50% of adult rate, and those above 12 years pay the full adult rate or occupy their own room at 85% of the adult rate.

8. Noise Policy

- To maintain a peaceful and respectful environment for all guests, the Management/**UNESCO World Heritage site** strictly prohibits loud music on the premises.
- The use of Bluetooth speakers, televisions at high volume, boom boxes, or any other amplified sound equipment is strongly discouraged.
- We appreciate your cooperation in helping us ensure a comfortable atmosphere for everyone.

NOTE

FOOD AND DRINKS FROM OUTSIDE ARE NOT ALLOWED IN THE PUBLIC AREAS.

A corkage fee of 40% will be applied to any food or beverages brought in from outside.

Room service kshs 1,000

Guests are expected to always maintain respectful conduct. Management reserves the right to intervene and, if necessary, require any guest causing disturbance through noise or commotion to vacate the premises without refund

THE MANAGEMENT RESERVES THE RIGHT OF ADMISSION.