



HOUSE OF WAINE RACK RATES - 2024

ALL THE RATES ARE QUOTED IN US DOLLARS AND ARE CHARGED PER ROOM

DATE	ROOM TYPE	Rack BB	Rack HB	Rack FB
29/12/2023	Standard (Single)	465	480	505
	Standard (Double)	705	745	785
	Standard (Triple)	1055	1115	1175
–	Malaika Suite (Single)	550	570	590
	Malaika Suite (Double)	835	875	915
	Malaika Suite (Triple/Quad)	1165	1225	1285
21/12/2024	Poolside Cottage	1165	1225	1285

1 child and 1 Adult sharing	BB	HB	FB
RACK	535	550	585

NB: All rates are inclusive of all taxes, service charge & training levy. In the event of any changes in Government taxes or significant changes in the Kenya Shilling against the U.S. Dollar exchange rate, we reserve the right to adjust rates accordingly without prior notification. These Rates are not valid for Commercial/ Corporate Clients or Conference delegates.

Meal Plan Daily Inclusions:

Bed and Breakfast (BB) Accommodation | Breakfast
Half Board (HB) Accommodation | Breakfast | Dinner
Full Board (FB) Accommodation | Breakfast | Lunch | Dinner

Offer Information:

- Breakfast is served as Full English Breakfast. Lunch and Dinner are served as A La Carte. Additional meals will be charged the applicable a la carte menu price. No beverages are included with meals.
- Day rooms are available at 50% of the applicable net rate and are subject to availability and should be requested when the reservation is made.
- Children - Under 2 years stay free; under 12 years stay at 50% of the applicable rate; 12 and above at 100% of the applicable adult rate.
- Late checkout is subject to room availability, and attracts charges as follows: From 10am to 2pm is Free; After 2pm at 50% of applicable rate



MEALS ON RESERVATION:

Meal

Dinner / Lunch

Afternoon Tea

Lunch/ Dinner at USD 65 will include:

1. A welcome drink
2. A three-course menu
3. 01 soft drink
4. Use of swimming pool/garden area
5. Use of swimming pool/garden area

Rate per person

USD 65.00

USD 35.00

Tea/Coffee at USD 35 will include:

1. A welcome drink
2. Kenyan tea or coffee
3. A choice of 07 Speciality teas
4. A choice of both hot and cold ~~snds~~

Offer Information:

1. These rates are commissionable at 10%.
2. We can handle a maximum capacity of 20 people in one sitting.
3. Reservations have to be made at least a day early to confirm availability of space and facilitate planning.
4. Offer is open strictly to guests booked through a travel agent.



HOUSE of WAINE K A R E N

TERMS AND CONDITIONS

- 1) The travel agent rates are private and confidential.
- 2) Rates are inclusive of VAT at 16%, 7% Service Charge, 2% Catering Levy
- 3) The HOTEL reserves the right to limit the number of rooms available on the contracted STA rate and therefore rooms are subject to availability of allocated rooms in this rate category.
- 4) The hotel reserves the right to amend all tariffs, with notice, should there be any change in Kenyan government enforced Taxes or other statutory levies becoming payable after date of signing this agreement.
- 5) The hotel reserves the right, at its sole discretion, to amend the deposit and cancellation policies as stated in this agreement during any major events, peak occupancies or other special occasions throughout the lifetime of this contract.
- 6) Reservations shall be initiated by a reservation request from the agent/operator to the hotel's Reservations department.
- 7) Verbal reservation requests shall be confirmed immediately in writing via email to the hotel's reservations department. No verbal reservations or reservations received on text or WhatsApp will be deemed confirmed.
- 8) Reservation requests shall specify the hotel name [House of Waine], the services to be supplied, the meal plan the number of adults and children, the number and type of guest rooms reserved as well as the arrival and departure dates and if possible, the means of transports.
- 9) Upon receipt of the reservation request from the agent, House of Waine shall confirm the reservation in writing, stipulating the price of the service ordered.
- 10) House of Waine shall refrain from accepting reservations which it cannot honor.
- 11) Upon receipt of the confirmation of availability and price, or within a time-limit fixed by the letter, the agent must notify, in writing, his/her acceptance of the offer and conditions.
- 12) All reservation amendments, additions, changes, cancellations, and requests for FIT's and groups are to be made and confirmed in writing by both parties.
- 13) Final rooming lists, special requests and transfer details are to be received in writing, 14 days prior to arrival.
- 14) Acceptance of the voucher:

• Vouchers shall specify at a minimum - the hotel name [House of Waine], the services to be supplied, the meal plan the number of adults and children, the number and type of guest rooms reserved as well as the arrival and departure dates and if possible, the means of transport. Vouchers covering an extension of hotel services are subject to prior written agreement between the hotel and the provider.

Deposit Policy:

- 1) All reservations require a 50% pre-payment.
 - a. **Groups:** Allow payment up to 90 days before arrival
 - b. **FIT:** Allow payment up to 7 days before arrival

Refund Policy:

- 1) Credit Note issued for future use or a refund option

Cancellation Policy Groups:

- 1) Unallocated Rooms: 60 days release to arrival
- 2) Amendments/Cancellations: Free up to 60 days to arrival

Payment Terms:

- 1) Payment in full must be received 3 days prior to arrival of clients for FIT and 60 days for groups. House of Waine may at its discretion not honor a booking if full payment has not been received. The Hotel reserves the right to cancel the reservation or on default by agent, recover payment from the guest directly without prior notice to the operator.
- 2) Proof of payment must be sent through to the hotel reservations office with the Reservation Reference number and guest name clearly stated on the correspondence. Payment is not confirmed until reflecting in the hotel bank account and you have been advised accordingly by the hotel.
- 3) Payment for all additional services rendered or services not included in the voucher terms, including beverages, leisure activities, telephone calls, laundry and all items of a personal nature must be settled direct by the guests on departure.
- 4) It is hotel policy to collect credit card details for ALL arriving guest irrespective of the method of payment / prepayment / voucher / EFT as stipulated in the guest registration card on arrival.

Cancellation Policy FIT:

- 1) Amendments/Cancellations: Free up to 3 days to arrival

No-Show policy:

- A no-show is the non-arrival of a GUEST without notification in writing to the Hotel. In the case of a no-show, the above cancellation terms will apply. No-shows are calculated on the total cost of stay.

Payment Information:

Banking Details:

Bank: Standard Chartered Bank Branch:
Karen

Bank Address: P. O. Box 64601 – 00502

Account Name: House of Waine

Us Dollar Account No. 8702096828300

Kenya Shillings Account No.

0102096828300 Swift Code:

SCBLKENXXXX

Branch Code: 75

Sort Code: 7500

MPESA Paybill:

Lipa na MPESA>Paybill>Enter business

No.329329 Account number:

0102096828300

Make all checks payable to: House of Waine.

Please indicate on all transfers that transfer charges must be paid by the remitter and not the recipient.

Christmas Holiday Culture

Festivities are special days for families and our culture for the last 17 years, has always been to ensure that all our team members get to spend Christmas Holidays with their families.

It is on that basis that the hotel operations temporarily take a break every 22nd to the 28th day of December each year to enable our team members spend this special time with their loved ones.

We also conduct annual renovations of the property every May of each year but subject to our confirmation only as this is not an automatic closure.

We do appreciate your understanding as our valued guests and partners.