

House Rules

These rules protect the comfort, safety and security of guests, visitors, employees and property. They apply to overnight and day-use stays and form part of the booking conditions for Tamani Suites.

1 Responsibility for the stay

The person who makes the booking is responsible for ensuring that all registered guests, visitors, children and approved pets follow these rules.

Guests must comply with applicable law, posted safety instructions and reasonable directions from Tamani Suites staff.

2 Registration identification and occupancy

- Every adult staying overnight must present valid government-issued photo identification and be registered with reception before staying or receiving a room-access credential. Children must be included in the guest record under the responsibility of a registered adult.
- Only approved and registered guests may stay overnight. Original identity documents are returned immediately after verification and are not held as security or to control departure. Necessary identity details and any justified digital copy are handled under the hotel's privacy information and applicable law.
- Overnight occupancy must not exceed the confirmed reservation or the accommodation's adult, child and total limits, whichever is lower. For occupancy, adults are aged 18 or older and children are under 18; every accommodation must include at least one adult. Reception must approve and record additional or replacement guests before they stay. An approved amendment may increase confirmed occupancy only within all room limits. A child-designated place may not be used by an additional adult.
- Guests may not transfer, resell or sublet the accommodation, share access credentials, or permit an unregistered person to stay overnight.

Chargeable additional overnight guests

The room-only base covers one adult aged 18 or older. Each additional adult, every child aged 12–17, and each chargeable child aged 4–11 costs USD 10 per night when declared and confirmed at booking. If any infant aged 0–3 is included, every child aged 4–11 is chargeable; otherwise one child aged 4–11 per accommodation is free. All infants remain free. The existing USD 20 later-added and USD 40 established-unregistered overnight bands remain in place for chargeable guests under the conditions below. Charges are per person per affected night and include applicable taxes and levies. Breakfast and optional beds are separate unless included. Do not charge a supplement twice if already incorporated in the confirmed total. Existing reservations retain their accepted conditions.

Chargeable additional guest circumstance	Per person per night
Declared and confirmed when the reservation is made	USD 10
Added after booking, approved and registered before staying	USD 20
Chargeable undeclared or unregistered guest established to have stayed overnight	USD 40

USD 40 applies only to established affected nights for a chargeable undeclared or unregistered overnight guest. It replaces USD 10 or USD 20 for that person and night, rather than being added to them, and is not applied automatically to the whole reservation. Subsequent approved and registered nights use USD 20 unless another applicable rate is agreed. Presence after visitor hours alone does not prove an overnight stay. All infants aged 0–3, and one child aged 4–11 only when no infant is included, are exempt from accommodation supplements.

One person supplement is charged once; optional bed charges are separate. Replacement guests need approval, but replacement alone does not create an additional-person charge within unchanged included occupancy. Existing reservations retain their accepted prices and conditions.

Payment does not authorise excess occupancy or an unapproved stay. Where a breach is identified, reception may require registration and payment of an applicable charge, require the additional person to leave, or offer separate accommodation at the guest's cost, subject to availability. Refusal, false information or repeated concealment may lead to termination under section 17. Only charges disclosed for the reservation and permitted by applicable law may be collected.

3 Visitors

All visitors must report to reception before entering guest accommodation areas, present valid government-issued photo identification, and be received by a registered guest. Accompanied children are recorded with the responsible adult. Visitors must sign in and out; reception records the relevant room, arrival and departure times and necessary identification details. Original IDs are returned immediately. A visitor pass or temporary access credential, where issued, must be returned on departure. The registered guest remains responsible for the visitor's conduct and compliance with these rules.

Normal visitor hours are 8:00 am to 10:00 pm. Visitors must leave by 10:00 pm unless management has approved a later visit in advance. Approval of a later visit does not permit an overnight stay. A person intending to stay overnight must first be approved and registered as an additional guest, remain within the permitted occupancy and pay the applicable charge. Presence after 10:00 pm alone does not establish that an overnight stay occurred.

Visitor access does not automatically include use of the pool, gym, sauna, steam room, jacuzzi or other guest facilities. Such use requires management approval and may involve a charge disclosed before use.

Tamani Suites may refuse or end a visit where required for security, occupancy, safety or the comfort of other guests.

4 Quiet hours and respect for others

- Quiet hours are from 10:00 pm to 7:00 am.
- Music, television, conversations and movement must remain at a level that does not disturb other guests or residents at any time.
- Harassment, intimidation, abusive language, discrimination, threats or aggressive behaviour are not permitted.

5 Parties events and commercial use

Parties, events, large gatherings, professional photography, filming, interviews, product displays, paid services and other commercial activity require prior written approval.

Approval may include limits on attendance, timing, noise, equipment, catering, security and additional charges. An ordinary accommodation booking does not by itself authorise an event or commercial use.

6 Smoking vaping and fire safety

- Smoking and vaping are not permitted inside accommodation or indoor common areas. Use only a designated outdoor area where provided.
- Candles, incense, shisha, charcoal burners, fireworks, portable cooking devices and other open flames or combustion devices are not permitted without written approval.
- Guests must not cover, disconnect or interfere with smoke detectors, alarms, extinguishers, sprinklers, emergency lighting or other safety equipment.

The guest is responsible for reasonable cleaning, repair and loss-of-use costs caused by smoke, fire, tampering or prohibited devices, subject to applicable law.

7 Alcohol illegal substances and dangerous items

Alcohol must be consumed responsibly and only in areas where it is permitted. Illegal drugs, unlawful activity, weapons and items that present an unreasonable fire, health or safety risk are prohibited.

8 Pets

Pets are accepted only with prior written approval from Tamani Suites management. The guest must request approval before booking or arrival and disclose the type, breed where relevant, size and number of animals.

- Approval may be limited to a particular accommodation and may include a cleaning charge, deposit or other conditions disclosed before acceptance.
- Pets must remain under the guest's control. In common areas they must be leashed or securely contained where appropriate.
- A pet may not be left unattended unless management has approved the arrangement.
- Pets are not permitted in food-service areas, the pool, gym, sauna, steam room or jacuzzi unless applicable law requires otherwise.
- The guest must immediately remove pet waste and prevent persistent noise, odour, damage, hygiene problems or threatening behaviour.
- The guest is responsible for damage, injury and additional cleaning caused by the pet.

Management may withdraw approval if an animal creates a safety, hygiene or substantial disturbance issue. Assistance animals will be considered in accordance with applicable law.

9 Children and supervision

Children must be supervised by a responsible adult. They may not use the pool, gym, sauna, steam room, jacuzzi, cooking equipment or other higher-risk facilities without the level of adult supervision required by posted rules and staff instructions.

Child accommodation cots and optional beds

Children aged 0–3 always stay free; the first child under 12 stays free, with an infant counting as that first child. Ages are inclusive and assessed at check-in. All infants aged 0–3 remain free, including multiple infants. If any infant is included, every child aged 4–11 pays USD 10 per night. Without an infant, one child aged 4–11 per accommodation stays free and each further child aged 4–11 pays USD 10 per night. Every child aged 12–17 pays USD 10 per night and does not consume the younger-child allowance. Free accommodation uses existing bedding or an approved free cot/convertible child bed; it never increases occupancy. Existing reservations retain their accepted prices and conditions.

A cot/convertible child bed is free for ages 0–5 inclusive, on request and subject to availability and room suitability: inset arrangement for ages 0–2 and converted arrangement for ages 3–5. An extra single bed measuring 90 × 190 cm costs USD 20 per bed per night for ages 6 and above, on request and subject to suitability and availability. This fee is additional to applicable accommodation and breakfast charges and does not replace them. Neither arrangement increases occupancy. Mahogany permits neither a cot nor an extra bed. Sapphire and Emerald can provide separate sleeping arrangements for two adults sharing the room without an additional bed charge, by prior arrangement; this is distinct from a paid bed for an additional occupant.

For occupancy, adults are aged 18 or older and all guests under 18, including infants, count within the room's child and total limits. At least one adult must stay in every accommodation. Free accommodation, cots and beds never increase capacity. Apply the child accommodation rules above and the existing USD 10/20/40 bands to chargeable guests according to declaration and registration timing; never charge the same person twice for the same night.

All adult, child and total limits apply together. Ruby, Pearl, Sapphire, Emerald, Jade, Opal, Ebony, Tsavorite and Tanzanite: maximum 3 guests, 2 adults and 2 children. Gold: maximum 5 guests, 4 adults and 4 children. Platinum: maximum 8 guests, 6 adults and 7 children. Mahogany: maximum 2 guests, 2 adults and 1 child. Every accommodation must include at least one adult aged 18 or older. Free separation of beds for two adults is available only in Sapphire and Emerald, subject to advance confirmation.

10 Kitchens and appliances

- Use kitchens, kitchenettes and appliances only for their intended purpose and follow the operating instructions provided.
- Do not leave cooking unattended. Switch off appliances after use.

- Do not use charcoal, gas cylinders, portable stoves, deep fryers or other unapproved cooking equipment.
- Clean spills promptly and tell staff immediately about a fault, leak, burn or breakage.

Breakfast service

Breakfast costs USD 8 per child aged 4–11, including a child whose accommodation is free, and USD 15 per person aged 12 or older, per breakfast. Ages 0–3 have no automatic breakfast charge and no paid breakfast package included; no separate complimentary infant meal is promised. On breakfast-inclusive plans, the nightly supplement is USD 25 per additional adult or child aged 12–17, USD 8 per free-accommodation child aged 4–11, USD 18 per chargeable child aged 4–11, and USD 0 per infant. For direct bookings, optional breakfast quantities may be selected separately at these unit prices. The pre-booked choice remains the Non Solo Gelato English breakfast, listed as British Breakfast, with coffee or tea and juice, served daily from 7:00 am to 8:00 pm. Other menu orders are charged separately. Included quantities are not charged twice. Existing reservations retain their accepted prices and inclusions.

11 Pool gym and wellness facilities

- Use shared facilities only during posted hours and follow posted rules and staff instructions.
- Do not bring glassware into the pool, jacuzzi, sauna, steam room or gym areas.
- Guests must use equipment responsibly and stop using it if it appears damaged or unsafe.
- Guests should consider their health and physical ability before using heat, water or exercise facilities and should seek medical advice where appropriate.
- Personal items may not be used to reserve shared furniture or facilities when the guest is absent.

Facility access and charges

Registered overnight guests have included access to Muthaiga Heights Wellness during their stay, subject to opening hours, safety rules and availability. Approved additional overnight guests do not also pay daytime visitor facility fees. Wellness comprises the swimming pool, gym, sauna, steam room and jacuzzi. Treatment appointments and separately ordered services are not included merely because facility access is included.

An ordinary social visit without facility use carries no facility fee. Hosted daytime visitors require reception approval and must be accompanied by their registered overnight host throughout wellness and Baraza use. Record the host's name and room. Wellness access is KES 2,000 per person aged 12 and above per day; under-12s have no wellness charge and require adult supervision.

Day-use accommodation rates cover the room and its normal in-room amenities during the approved period and exclude leisure facilities. Registered day-use guests may purchase wellness and Baraza access at the daytime-visitor tariffs, without an overnight host. Wellness (pool, gym, sauna, steam room and Jacuzzi) and shared Baraza use each cost KES 2,000 per person aged 12+ per day; under-12s are free with adult supervision. Using both costs KES 4,000 per chargeable person per day. Baraza meetings/presentations cost KES 1,000 per person per reserved session of up to two hours; the shared-use child exemption does not apply to meetings. Facility access is limited to the approved day-use period and facility opening hours, subject to approval, availability, capacity, safety rules and Baraza reservation requirements. Breakfast, meals, drinks and other chargeable services remain separately payable. External customers cannot buy standalone wellness access.

Baraza access and prices apply when open. Every shared or meeting use requires a reservation, including use by overnight guests. Approval, availability, opening hours and capacity apply; registered overnight guests take priority. Exclusive bookings and organised events have separate arrangements.

Shared Baraza use covers gaming, scheduled movies and social space. It is included for registered overnight guests. Hosted daytime visitors and registered day-use guests aged 12+ pay KES 2,000 per person per day within opening hours and reserved availability; external customers aged 12+ pay KES 1,000 per person per hour. Under-12 shared use is free with a responsible adult; console gaming requires active adult supervision.

Wellness and shared Baraza charges are separate. A chargeable hosted daytime visitor or registered day-use guest using both pays KES 4,000 per day. Meals are separate.

Baraza meeting / presentation use is included for registered overnight guests. Hosted daytime visitors and registered day-use guests pay KES 1,000 per person per reserved session of up to two hours, with the overnight host participating for hosted visitors only; day-use guests need no overnight host; longer sessions require a separate arrangement. External customers pay KES 1,000 per person per hour. The under-12 shared-use exemption does not apply to meeting charges. Exclusive bookings and organised events have separate arrangements.

Reception records names, ages, the relevant booking or host room, reserved period, approval and payment before paid access. Inclusion or a zero fee does not override supervision, reservation, opening-hour or capacity requirements.

12 Property care housekeeping and maintenance

- Do not remove, move between rooms, alter or misuse furniture, linen, artwork, equipment or fittings without approval.
- Report damage, leaks, electrical faults, pests or maintenance concerns promptly so that further damage can be prevented.
- Reasonable access must be allowed for agreed housekeeping, urgent maintenance, safety checks or emergencies. Staff will give notice where the circumstances allow.
- Do not hang items from balconies, windows, fire equipment or building services, and do not throw or drop anything from a balcony or window.

Towels and bed linen

To reduce unnecessary water and energy use, towels hung on the rail are left for reuse. Towels placed on the bathroom floor are replaced during the next housekeeping visit. Guests may also request fresh towels from reception or housekeeping without placing them on the floor.

During a continuing stay, towels and bed linen are changed after every three nights of use, or sooner on request or when soiled. Normal towel and bed-linen replacements are provided without an additional charge. Freshly laundered towels and bed linen are supplied for every new guest stay. Personal laundry is a separate service and any charge is confirmed before ordering.

Room-cleaning frequency and inclusions are stated with the selected rate before booking and confirmed with the guest. Reusing towels or bed linen does not reduce the agreed room-cleaning service. Please contact reception to arrange access or report an urgent replacement need.

13 Damage missing items and excessive cleaning

Guests are responsible for damage, missing property and excessive cleaning caused by themselves or by their visitors, children or approved pets.

Tamani Suites may charge the reasonable and evidenced cost of repair, replacement, specialised cleaning or loss of use, subject to applicable law. Ordinary wear and tear is not charged.

14 Access keys and security

- Do not share room keys, access cards, entry codes or other credentials with an unregistered person.
- Report a lost key, card or credential immediately. A reasonable replacement or security-reset charge may apply.
- Do not prop open controlled doors or allow unknown persons to follow you into secure areas.
- Lock the accommodation when leaving and secure personal valuables. Report suspicious activity promptly.

15 Internet and technology

Internet access must be used lawfully and must not be used to threaten others, distribute unlawful material, interfere with systems, bypass security or consume capacity in a way that materially affects other users.

16 Health safety and emergencies

- Familiarise yourself with the nearest exit and emergency information provided in the accommodation.
- Follow staff instructions during an alarm, evacuation, medical event or other emergency.
- Report an accident, injury, hazard, fire, leak or security concern immediately.

- Do not obstruct corridors, stairs, exits, fire doors or access to safety equipment.

17 Serious breaches and termination

Tamani Suites may require a guest or visitor to stop prohibited conduct, leave a common area or leave the property where there is serious or repeated misconduct, illegal activity, a threat to safety, substantial disturbance, deliberate damage or a material breach of these rules.

Where a stay is terminated, any refund for unused nights will be determined under the booked rate conditions, the Booking Payment Cancellation and Refund Terms and applicable law. The guest remains responsible for valid outstanding charges.

18 Check out and items left behind

Standard check-out is by 11:00 am unless a later time has been confirmed. Guests must return keys or access devices as instructed and remove all personal belongings.

Items left behind will be handled under the hotel's lost-property procedure. Collection or delivery is at the owner's cost. Perishable, hazardous or unlawful items may be disposed of immediately, and other unclaimed items may be disposed of after a reasonable retention period, subject to applicable law.

19 Questions and reporting

Reception is available 24 hours a day. For approval requests, concerns, fresh linen or assistance, contact reception or use the following details:

- Email: reservations@tamanisuites.com
- Telephone and WhatsApp: +254 116 200 200

These House Rules and the Booking Payment Cancellation and Refund Terms apply in the version disclosed and accepted for the reservation. A welcome sheet or bathroom reminder summarises selected information and does not replace the full documents. Later changes are not imposed retrospectively unless required by law or accepted by the guest.

Full booking and policy information: <https://www.tamanisuites.com/booking-information>. Follow the version disclosed and accepted for your reservation.