

Booking Payment Cancellation and Refund Terms

These terms govern reservations with Tamani Suites. They explain when a booking is confirmed, how rates and payments work, the default cancellation and refund rules, and the conditions applying before, during and after a stay.

1 Scope and acceptance

These terms apply to reservations made directly with Tamani Suites through its website, payment links, telephone, email or other direct booking channels.

A reservation made through a third-party booking platform is also subject to the rate, payment, cancellation and platform conditions displayed when the reservation is made.

By completing a booking or making a payment, the person making the reservation accepts the conditions attached to the selected rate, these terms and the Tamani Suites House Rules. That person must ensure that all guests and visitors included in the reservation understand and follow the applicable rules.

The selected rate, total price, applicable charges and full policies must be made available before the reservation is completed. Check-in registration records acknowledgement of the applicable policies; the printed welcome sheet is a practical summary and does not replace them. An acknowledgement at check-in does not by itself impose an undisclosed new charge on an existing reservation.

If a rate-specific condition or booking confirmation conflicts with these general terms, the rate-specific condition or booking confirmation applies to that commercial point. For a platform booking, the platform conditions apply to matters handled by that platform. Applicable law prevails in every case.

2 Reservations and guest information

A reservation is confirmed when the guest receives a booking confirmation from Tamani Suites or an authorised booking platform.

The lead guest must be at least 18 years old and legally capable of entering into the reservation. Guests must provide complete and accurate booking, identification and contact information and must promptly report any error in the confirmation.

Only approved and registered guests may stay overnight. Occupancy may 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; at least one adult must stay in every accommodation. Additional or replacement guests require approval and registration before staying. An approved amendment may increase confirmed occupancy only within all room limits. A child-designated place may not be used by an additional adult. Excess occupants must leave or reserve separate accommodation, subject to availability; payment never increases capacity.

Requests concerning location, bedding, accessibility, arrival time or other preferences are not guaranteed unless confirmed in writing. Free separation of beds for two adults is available in Sapphire and Emerald, subject to advance confirmation. Other accommodations do not offer that bed-separation arrangement.

3 Rates taxes and inclusions

Rates are quoted in the currency displayed at the time of booking. Applicable taxes, levies and charges apply unless the booking display or confirmation expressly states that they are included.

Before the reservation is completed, the booking offer identifies the accommodation, dates, occupancy, included services and total price, including applicable taxes, levies and mandatory charges. The confirmation repeats these details. Breakfast, additional guests, transport, day use, early check-in, late check-out and other extras are charged separately unless expressly included; their price is disclosed before the guest accepts the extra.

Rates may change before a reservation is confirmed. Once confirmed, the booked rate applies unless the reservation is changed or the displayed price resulted from an obvious error. If an obvious pricing

error is identified, Tamani Suites will notify the guest promptly and offer the choice of accepting the corrected price or cancelling for a full refund of amounts paid for the affected booking.

Resident, promotional or other restricted rates apply only when the guest meets the conditions displayed with the rate. Tamani Suites may request reasonable proof of eligibility. If eligibility cannot be established, the available unrestricted rate may apply.

Breakfast

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.

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 where there is a reasonable basis to establish that a chargeable undeclared or unregistered guest stayed overnight, and only for established affected nights. It replaces USD 10 or USD 20 for the same person and night, rather than being added to them. Subsequent approved and registered nights use USD 20 unless another applicable rate is agreed. Presence after visitor hours alone does not establish 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 per affected night; an optional bed charge is separate. An approved replacement within unchanged included occupancy does not by itself attract an additional-person charge. Charges must be disclosed before booking and incorporated into the applicable reservation conditions. Platform bookings remain subject to their accepted platform conditions. Existing reservations retain their accepted prices and conditions.

Charges quoted in USD may be collected in the reservation currency at a conversion rate and total stated before payment. No undisclosed currency conversion or duplicate supplement is added.

Housekeeping towels and bed linen

Room-cleaning frequency and inclusions are disclosed with the selected rate. Towels hung on the rail are left for reuse; towels placed on the bathroom floor are replaced at the next housekeeping visit. During a continuing stay, towels and bed linen are changed after every three nights of use, or sooner on

request or when soiled, without an additional charge for normal replacement. Freshly laundered towels and bed linen are provided for each new guest stay. Personal laundry and other separately ordered services are charged only at a price confirmed before ordering. The House Rules explain the arrangements.

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.

4 Payment

Payment may be required in full or in part at the time of booking depending on the selected rate and booking conditions. Any deposit, prepayment, balance date or payment schedule is disclosed before the reservation is completed and repeated in the booking confirmation.

Available payment methods are displayed during checkout or supplied with the payment request. Payments may be processed by a bank, card network, mobile-money service, booking platform or other payment provider. The provider's processing conditions may also apply.

If an amount is not paid when due, Tamani Suites may request payment and, where the booking conditions permit, cancel the reservation after giving reasonable notice. Cancellation does not remove liability for amounts already due under the applicable rate conditions.

The guest is responsible for approved extras and for reasonable charges arising from damage, missing property or excessive cleaning in accordance with these terms and the House Rules.

5 Rate categories

- Standard refundable rate. The default cancellation conditions in section 6 apply unless the booking display states different conditions.
- Non-refundable rate. A rate is non-refundable only when it is clearly identified as non-refundable before the booking is completed. The amount charged is not refundable after booking except where applicable law requires otherwise or Tamani Suites agrees in writing.
- Booking.com offers four room-specific plans: Room Only Refundable, Room Only Non-refundable, Breakfast Refundable and Breakfast Non-refundable. The one-adult refundable room-only base varies

by room, channel and date. Breakfast refundable adds USD 15 to that base. The non-refundable reduction is USD 10 per accommodation per night, or USD 20 for Platinum, Tanzanite and Tavorite; it is not per guest. Breakfast non-refundable equals the refundable room-only base plus USD 15 minus the applicable reduction. Child supplements are the same for refundable and non-refundable plans. Accepted rate-specific and platform reservation conditions continue to apply.

- Resident or restricted rate. Eligibility conditions are displayed with the rate or booking offer. Proof may be required before or at check-in.

6 Cancellation by the guest

- Unless different conditions are expressly stated for the selected rate, a reservation may be cancelled without charge until 72 hours before the scheduled check-in time shown in the booking confirmation.
- A cancellation received less than 72 hours before scheduled check-in may be charged up to two nights' accommodation at the booked rate. Where the reservation is for fewer than two nights, the full reservation value may be charged.
- A non-refundable rate remains non-refundable after booking except where applicable law requires otherwise.
- For a booking made through a third-party platform, the guest must normally cancel through that platform. The cancellation conditions displayed by the platform at the time of booking apply.
- The cancellation and no-show conditions applicable to the reservation are disclosed before the booking is completed and repeated in the booking confirmation.

A cancellation is effective when it is received by the booking channel through which the reservation is managed. Guests should retain the cancellation confirmation.

7 No shows and late arrival

If a guest does not arrive on the scheduled check-in date and has not cancelled or notified Tamani Suites of a late arrival, the reservation will be treated as a no-show. Tamani Suites may charge the full reservation value and release the accommodation for resale.

A guest expecting to arrive late should notify Tamani Suites in advance. Notice of late arrival does not change the payment or cancellation conditions but helps prevent the accommodation from being released.

8 Changes extensions and early departure

Requests to change dates, accommodation, occupancy or guest details are subject to availability and the rate and conditions applicable on the revised dates. A price difference may apply.

An extension is a new booking for the additional period unless confirmed otherwise and is subject to availability and the rate offered at that time.

An early departure may result in charges under the rate conditions applicable to the reservation. Unused nights are not automatically refundable.

9 Day use reservations

Day-use accommodation may be offered on request for a confirmed daytime period. It is subject to availability and management approval and does not include an overnight stay.

The confirmed start time, end time, occupancy, rate and included services form part of the day-use reservation. Use beyond the confirmed period may result in the next applicable day-use band or the full overnight rate, subject to availability.

Unless different conditions are stated in the confirmation, the cancellation, identification, payment, damage and conduct provisions in these terms and the House Rules also apply to day-use reservations.

Day use tariff

The standard refundable direct website room rate is the calculation base, including for OTA, resident and promotional bookings. The amount is agreed before acceptance. Calculated band charges are rounded upward to the nearest USD 5.



A quieter way to stay in Nairobi

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Day use is a separate reception-approved daytime stay within 8:00 am–6:00 pm: up to four hours is 60% of the base with a minimum four-hour charge; over four to six hours is 75%; over six hours is 100%. Paying the full-night-equivalent amount does not itself approve an overnight stay.

Reception confirms the exact band, start and end time, occupancy, inclusions and total before acceptance. Day-use and early/late charges are not combined for the same occupancy period without management approval. An additional night is recorded through the reservation's originating channel. Existing accepted conditions remain applicable.

10 Check in check out and additional time

- Standard check-in is from 2:00 pm.
- Standard check-out is by 11:00 am.
- Early check-in and late check-out are available only on request, subject to availability and additional charges.
- Every adult staying overnight must present valid government-issued photo identification and be registered before staying or receiving room access. Original IDs are returned immediately after verification and are not retained as security. Children are recorded under a registered adult's responsibility. Tamani Suites may also require settlement of outstanding amounts or a reasonable security deposit where disclosed before collection.

An early check-in or late check-out is confirmed only when Tamani Suites accepts the request and states the approved time and applicable charge. A request or preference alone is not approval. The welcome information shows the confirmed check-out time; if an arrangement changes, reception provides updated confirmation. Remaining beyond the confirmed time may result in an additional charge disclosed under the applicable conditions and does not guarantee continued occupancy.

Early check in and late check out tariff

The standard refundable direct website room rate is the calculation base, including for OTA, resident and promotional bookings. The amount is agreed before acceptance. Calculated band charges are rounded upward to the nearest USD 5.

Standard check-in is 2:00 pm. Approved early check-in from 11:00 am to before 2:00 pm costs 25%; from 8:00 am to before 11:00 am costs 50%; before 8:00 am requires the previous night at 100%. Charges use the standard refundable direct rate, rounded up to the next USD 5, subject to availability and approval.

Standard check-out is 11:00 am. Approved late check-out after 11:00 am through 2:00 pm costs 25%; after 2:00 pm through 6:00 pm costs 50%; after 6:00 pm requires an additional night at 100%. Charges use the standard refundable direct rate, rounded up to the next USD 5, subject to availability and approval. Existing reservations retain their accepted conditions.

Reception confirms the exact band, start and end time, occupancy, inclusions and total before acceptance. Day-use and early/late charges are not combined for the same occupancy period without management approval. An additional night is recorded through the reservation's originating channel. Existing accepted conditions remain applicable.

11 House Rules

The Tamani Suites House Rules form part of every stay. They cover registered guests, visitors, quiet hours, smoking, pets, safety, shared facilities, property care and prohibited conduct.

Visitors must report to reception, present valid photo identification and sign in and out. Normal visitor hours are 8:00 am–10:00 pm unless a later visit is approved in advance. A later visit does not authorise an overnight stay. Anyone staying overnight requires approval, registration, permitted occupancy and any applicable additional-person charge. Visitor access does not automatically include facilities.

Pets are accepted only with prior written management approval. Approval may be subject to conditions, an additional cleaning charge or a deposit disclosed before acceptance. Assistance animals will be considered in accordance with applicable law.

A serious or repeated breach of the House Rules, illegal activity, a threat to safety or a substantial disturbance may lead to termination of the stay and a requirement to leave the property. Any refund for unused nights will be determined under the applicable rate conditions and law.

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 Damage missing property and excessive cleaning

Guests are responsible for damage, loss, missing property or excessive cleaning caused by themselves or by persons, children or approved pets for whom they are responsible.

Tamani Suites may charge the reasonable and evidenced cost of repair, replacement, specialised cleaning or loss of use arising from such damage, subject to applicable law. Where practical, the hotel will provide an explanation of the charge.

13 Cancellation or change by Tamani Suites

Tamani Suites may need to change an accommodation assignment for operational, maintenance, safety or other reasonable grounds. The hotel will use reasonable efforts to provide comparable or better accommodation and will inform the guest as soon as practicable.

If Tamani Suites cancels a confirmed reservation for a reason within its reasonable control and cannot provide the booked accommodation or an acceptable alternative agreed with the guest, amounts paid for the affected accommodation will be refunded in full.

14 Events beyond reasonable control

Tamani Suites is not responsible for failure or delay caused by events reasonably beyond its control, subject to applicable law. Such events may include serious utility or communications failure, fire, flood, severe weather, public-health restrictions, civil disturbance, governmental action or transport disruption.

If such circumstances materially affect a reservation, Tamani Suites will use reasonable efforts to offer an alternative arrangement, credit or refund appropriate to the circumstances and the applicable law.

15 Refunds

- Where a refund is due, it will normally be made to the payment method used for the original transaction.
- Approved refunds will normally be initiated within 7 business days. The guest's bank, card issuer, mobile-money service or payment provider controls when the amount appears in the account.
- Bank, card, foreign-exchange or payment-processing charges already incurred may be non-refundable where permitted by law.
- Where a booking was paid through a third-party booking platform or intermediary, the refund will normally be processed through the same channel and remains subject to that intermediary's procedures.

16 Personal information

Tamani Suites may collect and use necessary booking, identification, contact, guest-registration, visitor-log and payment information to manage the reservation and stay, provide requested services, protect guests and property, meet legal obligations and resolve disputes. Original identity documents are returned after verification. Any identity scan or copy must have a stated lawful purpose, be limited to what is necessary, and be protected and retained only for the applicable purpose and lawful recordkeeping period. The hotel's privacy information explains handling, sharing, retention, guest rights and contact details; marketing choices are separate from acceptance of the stay policies.

17 Complaints and payment queries

Guests should contact Tamani Suites promptly about a booking, service, payment, cancellation or refund issue so that the matter can be investigated. The guest should provide the booking reference and relevant supporting information.

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

Contacting Tamani Suites first does not remove any right available under applicable law.

18 General provisions

If a provision of these terms is found unenforceable, the remaining provisions continue to apply to the extent permitted by law.

A delay in enforcing a provision does not waive the right to enforce it later.

The version supplied during booking or available on the website on the booking date applies to that reservation, unless a later change is required by law or is accepted by the guest.



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19 Governing law

These terms are governed by the laws of Kenya. Nothing in these terms excludes or limits a right or remedy that cannot lawfully be excluded or limited.

The current full policy information is available at <https://www.tamanisuites.com/booking-information>. The version disclosed and accepted for the reservation continues to apply.