

COVID-19 POLICY

Due to the developing situation with COVID-19, we have amended our booking policy and increased our safety measures to ensure travel ease for travellers and agents post COVID-19. Our aim is to structure the best possible framework in order to facilitate the booking process during this time.

The updated terms and conditions will remain in place until the World Health Organisation declares the pandemic over.

Updates & Extension Of Booking Policy COVID-19:

- A 25% deposit of the total accommodation cost is required to hold and confirm the booking, however if the pandemic or travel restriction will still be effective by the end of 2023, the deposit will be refundable.
- The remaining balance is due 60 days prior to the arrival date.
- If by the time of travelling the country of origin or Kenya has a travel ban in place, clients can rebook their stay within the next 12 months.
- Deposits / full payment amounts will be carried forward to the new travel dates.
- Any changes in seasonality prices will be communicated and adjusted accordingly.
- All amendments to travel / postponement must be used by end of 2023.
- It is mandatory for guests to take a suitable 'Covid Travel Insurance Policy' that will cover them in case they test positive before travelling to Kenya. If they cannot travel and will cancel the booking due to a positive test the cost of accommodation is not refundable and guests will not be allowed to roll the booking to new travel dates.

Cancellation Policy:

- Cancellation should be in writing and will result in the loss of the deposit.
- If cancellation occurs within 60-31 days before arrival, 50% of the cost of accommodation will be charged.
- If cancellation occurs within 30 days of the arrival date, 100% of the cost of accommodation will be charged.

COVID-19 Newly Implemented Safety Measures:

- Face masks and gloves will be available on site for guests use.
- Hand-sanitiser stations will be implemented in all villas.
- Rooms are cleaned and disinfected (all surfaces) two times a day by housekeeping.
- Butlers will ensure to sanitise all common areas in your private villa twice a day.
- Before guests use any vehicle, the vehicle will be disinfected using medical grade disinfectants.
- Check-in's are contact free whereby no physical contact will take place and a 1.5 meter safety distance will be kept from clients.
- We have ensured that the entire Alfajiri staff are fully vaccinated with required doses.
- Diani Beach Hospital, located a few hundred meters from the property, is an excellent private hospital with a designated Covid area and provides the latest treatment procedure, whereby they also have 4 ventilators if needed.

Please stay assured that appropriate protocols are in place and that we are following all health directives from the World Health Organization.

PLEASE CONTACT US IF YOU NEED ANY FURTHER INFORMATION ON OUR COVID-19 PROTOCOLS