



## RACK RATES 2025

Type of Room	Bed & Breakfast	Half Board	Full Board
<b>Standard Rooms</b>			
• Single room	8,400	10,400	12,400
• Double room	11,400	15,400	19,400
• Twin Room (per person)	6,200pp	8,200pp	10,200pp
<b>Superior Rooms</b>			
• Single room	9,600	11,600	13,600
• Double room	12,600	16,600	20,600
• Twin Room (per person)	6,800pp	8,800pp	10,800pp
<b>Executive Rooms</b>			
• Single room	13,400	15,400	17,400
• Double room	16,900	20,900	24,900

### NB:

1. Rates are in Kenya shillings (KES), and include all applicable taxes and levies.
2. Twin occupancy means two persons sharing a room, and is charged per person (pp sharing).

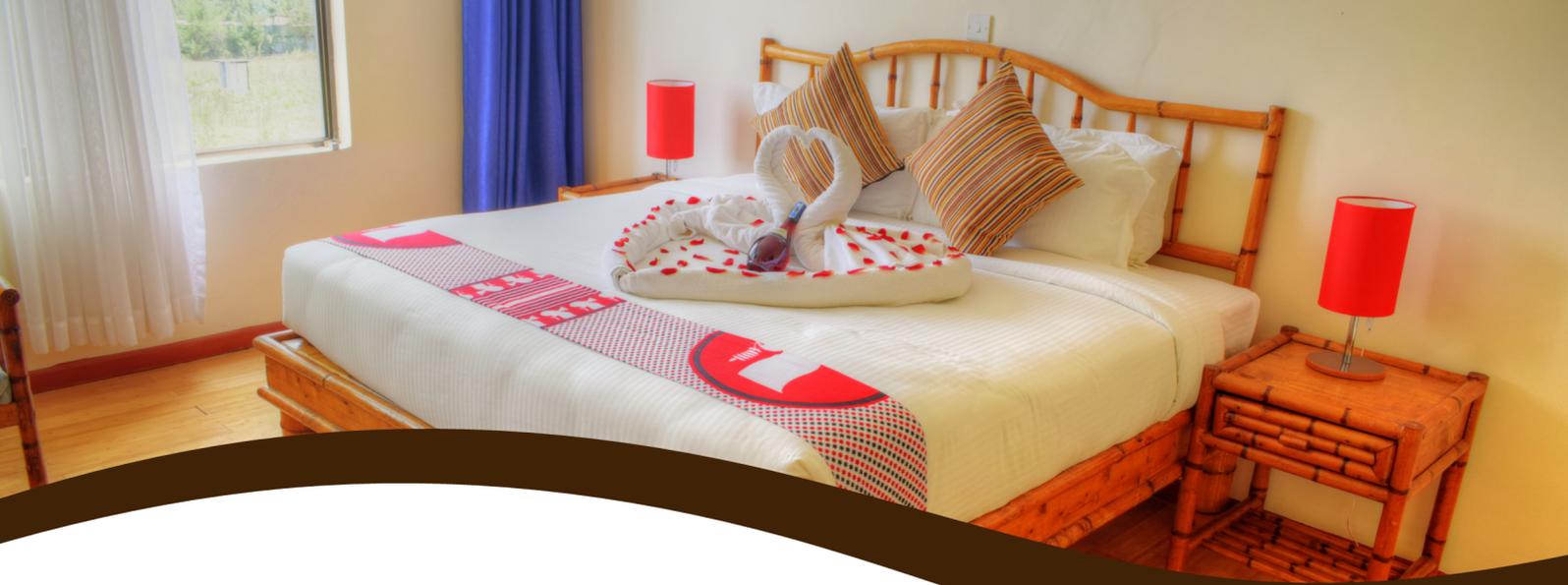
### SPA

The Spa comprises of a heated Swimming Pool, Gymnasium, Steam Bath and Sauna, Massage and Beauty Parlour, and an Eatery.

#### 1. Complimentary Services:

- a. The heated Pool, Gymnasium, Steam Bath and Sauna are complimentary for in-house guests.
  - b. In-house guests will be issued with a coupon/s on check-in, which they must produce when using the services.
  - c. In-house guests to contact the Spa Manager for reservations.
  - d. Services will be subject to earlier reservation and availability of space.
2. Massage and beauty services will be at normal rates for all guests (in-house and walk-ins).
  3. Light meals are served from the Eatery. More elaborate meals will be from the main Kitchen.
  4. The Spa is a Non-Smoking Zone.
  5. No alcoholic beverages will be served in the Spa.
  6. The poolside is strictly for swimmers, and will not be used as an extension of the Eatery.





# ACCOMMODATION POLICIES

## 1. Checking-in and Checking-out Policy

- Check out time 10:00hrs.
- Check in time 14:00hrs.
- Early check in or late check out are subject to prior notification and room availability.
- Rates are quoted in Kenya shillings and are inclusive of all applicable taxes and levies.
- Late check out without prior arrangement will attract a surcharge of Ksh. 1000 per hour.

## 2. Booking and Cancellation

- Reservations without advance payment will be tentative.
- Bookings will be confirmed on at least 50% advance payment.
- A booking is considered cancelled, once the guest receives an e-mail from Peaks Hotel Nanyuki confirming that the cancellation has been acknowledged and processed. The onus of confirming that the cancellation has been made rests with the guest.
- Cancellation done 4 days (48 hours) in advance will attract no penalty.
- Cancellation done 2 to 3 days (47 - 24 hours) in advance will attract 25% surcharge of the room rate.
- No-show on the reserved day and cancellation done 1 day (23-0 hours) in advance will attract 100% surcharge of the room rate.
- Any refunds due will be pro-rated as per the above policy.

## 3. Children Policy

### a. Children sharing a room with adult/s:

- 0-4 years – Free of Charge (FOC)
- Between 5-11 years – Ksh. 2,700.
- 12 years and above – Full Adult Rate.

### b. Own Room:

- 5 – 11 years (Maximum of 3 children) – Ksh. 8,400
- 12 years and above – Full Adult Rate.

### c. Meals

- 0-4 years – Free of Charge (FOC)
- Between 5-7 years – Ksh. 1,000 per Full Meal
- 8 years and above – Full Adult Rate

## BILLING AND PAYMENT POLICY

- A pro-forma invoice will be sent upon reservation.
- Full payment has to be made before or when checking out. The hotel reserves the right to detain a guest and/or his/her property for bills not cleared at check out.
- For a long staying guest, the bill will be updated at least every three days, unless in the case of guests from organizations with contract/framework agreement/service level agreements in place.
- Methods of payment will be Credit/Debit Cards, M-pesa or Bank Transfer.
- Cheque payment has to be with prior arrangements with the hotel.
- There will be no refund for early check-out.
- There will be no refund for meals not taken.
- No show on the reserved day and cancellation done 1 day (23-0 hours) in advance will attract 100% surcharge of the room rate.
- Any refund due will be pro-rated as per the above policy.

