



Terms and Conditions

Welcome to The Royal Residence, Kenya! We are delighted to host you and provide you with a luxurious and memorable experience. To ensure the comfort, safety, and enjoyment of all our guests, the following terms and conditions apply. By booking and staying at The Royal Residence, you agree to abide by these terms.

1. Booking Policies

1.1. Minimum Age

Guests booking The Royal Residence must be at least 21 years old. Minors staying as part of a family must be accompanied by their parents, and proof of parentage may be required. A valid government-issued photo ID or passport will be required for verification upon check-in.

1.2. Guest Information

The booking guest must provide accurate details about all individuals staying at the property, including names and ages. Any changes to the guest list must be communicated and approved before check-in.

1.3. Booking Confirmation

Your booking will be confirmed only after full payment has been received through Airbnb or another approved platform. Guests should verify the confirmation details for accuracy.

2. Payment and Cancellation

2.1. Payment

All payments must be made through Airbnb or an approved platform. Charges include:

- Nightly rates
(KES for residents, USD for non-residents)
- Cleaning fees
- Airbnb service fees
- Applicable taxes

2.2. Payment Methods

The following payment methods are accepted:

Credit/Debit Cards:

Payment can be made via major credit or debit cards (Visa, MasterCard, American Express, etc.)

Mobile Money Transfers:

For local guests, mobile payment services such as M-Pesa are available.

Bank Transfers:

Bank transfers must be completed prior to check-in, and proof of payment provided.

Airbnb or Approved Platform Payments:

Payments processed through the booking platform are subject to its terms and conditions

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2.3. Bill Settlement

All outstanding charges, including damages, extra services, or additional fees incurred during the stay, must be settled before departure. Any unpaid charges will be deducted from the security deposit, or the guest's payment method may be charged accordingly.

2.5. Cancellation Policy

A refundable security deposit of KES 20,000 (or equivalent in USD) will be charged to cover potential damages. The deposit will be refunded within 7 days after check-out, following an inspection of the property.

Full Refund:

Cancellations made at least 30 days before check-in will receive a full refund, excluding any platform service fees.

Partial Refund:

Cancellations made between 14 and 30 days before check-in will receive a 50% refund.

No Refund:

Cancellations made less than 14 days before check-in will not be eligible for a refund.

2.6. Force Majeure

In the event of unforeseen circumstances such as natural disasters, government restrictions, or other emergencies, the host reserves the right to cancel reservations without penalty. A full refund or alternative booking date will be offered.

3. Check-In and Check-Out

3.1. Check-In

- Check-in begins at 3:00 PM.
- Early check-ins may be arranged based on availability and must be approved in advance.

3.2. Check-Out

- Check-out is by 11:00 AM.
- Late check-outs without prior approval will incur a fee of KES 5,000 (USD 50 for non-residents).

3.3. Loss of Access Cards

Guests are responsible for the safekeeping of electronic access cards. Loss of an electronic access card will incur a replacement fee of KES 5,000 (USD 50 for non-residents).

4. Occupancy and House Rules

4.1. Maximum Occupancy

The property accommodates up to 6 guests, assuming 2 per room. Rooms with twin beds may accommodate additional children, but the total room count is limited to 4. Exceeding this limit without prior approval may result in immediate termination of the stay without a refund.

4.2. No Smoking

Smoking is strictly prohibited indoors. Guests who violate this rule will be charged a KES 10,000 (USD 100) cleaning fee and may be asked to leave.



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4.3. No Pets

Pets are not allowed unless explicitly approved in advance. Unauthorized pets will result in additional cleaning fees of KES 7,500 (USD 75) and possible termination of the stay.

4.4. Quiet Hours

Quiet hours are from 10:00 PM to 7:00 AM. Please respect neighbors and other guests by minimizing noise during this period.

4.5. No Parties or Events

Parties, events, or large gatherings are strictly prohibited unless pre-approved in writing by the host. Unauthorized events may result in immediate eviction and additional charges.

4.6. Cleanliness

Guests are expected to maintain the property in good condition. Excessive cleaning requirements may result in an additional fee of KES 5,000 (USD 50).

4.7. Photography and Videography

Personal photography is allowed, but any commercial use, including drone photography, requires prior written consent from the host.

5. Use of Facilities

5.1. Amenities

Guests may use the kitchen and outdoor gazebo. Use of facilities is at the guest's own risk.

5.2. Supervision

Children must be supervised at all times, especially in outdoor areas.

5.3. Property Damage

Guests are responsible for any damage caused during their stay. The cost of repairs exceeding the security deposit will be billed to the booking guest.

6. Liability and Indemnity

6.1. Host Liability

The Royal Residence is not responsible for accidents, injuries, illnesses, or loss of personal belongings during the stay.

6.2. Guest Responsibility

Guests must take precautions to secure their belongings and ensure their safety while on the property.

6.3. Force Majeure

The host is not liable for service interruptions caused by unforeseen events such as power outages, water shortages, or natural disasters.



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7. Privacy and Security

7.1. CCTV Monitoring

External areas such as entrances and parking spaces may be monitored by CCTV for security purposes. No cameras are installed in private areas of the property.

7.2. Data Protection

Personal information provided during the booking process will be used solely for managing the stay and will not be shared with third parties except as required by law.

8. Governing Law and Disputes

8.1. Jurisdiction

These terms and conditions are governed by the laws of Kenya.

8.2. Dispute Resolution

Any disputes should first be resolved amicably between the guest and host. If no resolution is reached, the matter may be referred to Airbnb's resolution center or the courts of Kenya.

9. Additional Policies

9.1. Lost and Found

Items left behind will be held for 14 days. Guests may arrange for their return at their own expense.

9.2. Host Assistance

For any emergencies or inquiries, guests may contact the host directly via phone or email provided in the booking confirmation.

Thank you for choosing The Royal Residence, Kenya. We look forward to providing you with an unforgettable stay. For further questions or assistance, please contact us at info@theroyalresidence.co.ke.

Date

Guest Signature

Director/ Representative