



# MARULA HOUSE

*On the Beach*

### Important Guest Information

*On behalf of the entire team, we're delighted you have chosen to stay with us at Marula House on the Beach.*

*Here at Marula House we are committed to helping you celebrate life with the most simple, fresh and magical experiences.*

*A warm welcome and a world of surprises awaits you....*

*We kindly request that when both the Main House & Cottage are occupied by separate groups at the same time that you respect each others privacy and be considerate with regards to loud noise &/or music especially after 10pm.*

*Kindly review the following important guest information, terms & conditions & fill in your customer details below:*

**Guest Details:**       **MH**       **BC**

Guest Name (s): .....

Nationality: .....

Passport/ID No: .....

No. Pax: .....

Check-in Date & Time: .....

Check-out Date & Time:.....

Contact No: .....

Email: .....

Address: .....

Country: .....

Next of Kin: .....

Contact No. Next of Kin:.....

Dietary Requirements: .....

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### Terms & Conditions:

- A non-refundable 50% deposit is payable at the time of booking to confirm your reservation.
- Resident rates only apply to groups with at least one East African Resident. Proof of residency may be required.
- Bookings made less than thirty days before your arrival date must be paid in full.
- The balance must be paid no later than 30 days before your check-in date.
- If the balance is not received by the due date, then your reservation will be treated as a cancellation & you will remain liable to pay the balance of the cost.
- All cancellations must be notified in writing. If you cancel your reservation more than 30 days before your check-in date, then you can re-book within a 6 month period without any penalty but your deposit is non-refundable.
- If you cancel less than 30 days before your check-in date, then the full balance remains due & is not refundable.
- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- Your booking will not be cancelled by the Owner/Management except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible & we will promptly refund all payments made for your reservation. Our liability for cancellation will be limited to payments made to us.
- Bookings cannot be accepted from persons under eighteen years of age.
- The Owner/Management reserves the right to refuse a booking without giving any reason
- This property is privately owned and is our home. We expect all guests to enjoy the facilities & treat the property with the same respect that they would with their own house.
- The maximum number of guests using the accommodations at any one time must not exceed 8 adults & 6 children in the Main House & 4 adults & a child in the Cottage. Only those listed on the booking confirmation can occupy the property unless authorized by the Owner/Management.
- Normal check-in time commences from 1:00pm unless otherwise agreed and guests are required to check-out by 11:00am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- Our staff arrive from 7am & leave around 6pm. Breakfast is normally served from 8:30-9:30am & Tea Time around 4:30-5:30pm & if you prefer to have them earlier or later please inform our Manager on check-in.
- Lunch & Dinner are on a self-catering basis & if you have requested for a private chef please agree on meal times with the chef & our Manager on check-in. Private Chefs normally work between 11am to 9pm.
- Smoking/vaping anywhere inside the premises is strictly not allowed.
- BBQ Charcoal grills are only to be used in designated areas (Main House poolside by the pump room not to close to the pool, open terrace in front the Beach Cottage & on the Beach in an open area:
  - BBQ's never to be used indoors, in the covered terraces, under the massage area on the beach or in any undesignated areas.

- Charcoal will be provided at no extra cost only when used by one of our private chefs.
- When using the BBQs yourself please ensure they are left clean as well as the BBQ areas after use. You will have to provide your own charcoal. The Management cannot be held responsible for any injuries or damages whilst using the BBQs
- We love pets & have two of our own friendly dogs Rufus & Jimbo so you are welcome to bring your pets only if specifically requested in advance:
  - Pets are not allowed in the bedrooms, kitchen, TV room & office.
  - Please don't let your pets onto the furniture, especially sofas, beds, sunbeds etc.
  - Pets are not allowed in the pool, plunge pool or pond.
  - The Management cannot be held responsible for any injuries or incidences that may affect your pets in any way and pets are brought at your own risk.
  - Guests are responsible for cleaning up after their pets.
  - Guests are responsible for all damages caused by their pets.
  - A refundable deposit of 5,000Kshs (~\$50USD) will be required by all guests wanting to bring their pets
- If you prefer not to have our dogs around then please do let us know & this can be arranged so that they do not disturb you
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any losses or damages caused by you, your guests &/or your pets.
- Please do not move any furniture from one room to another without the Owner/Managements consent
- Please do not step on the sofas, beds or any of the furniture with your shoes
- Please do not step onto any of the tables, side tables, chairs etc to avoid any damages
- We provide 24 hour security & Diani, Galu beach area is very safe, nonetheless security is of great importance to us so please lock the main (front, back & side) & balcony room doors for the Main House & Room & Kitchen doors for the Cottage before you go to sleep or when you leave the property unoccupied at night.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest so kindly do use the safes provided for your valuables
- We're an eco-friendly holiday home so kindly:
  - Switch off lights, air conditioning or any electrical appliances when you go out or when not in use.
  - Please don't take any bath towels with you to the beach. Kindly use the beach towels provided.

- Use the towels & linen with care and consideration for the environment.
- In case of power outages we have backup inverters but these are not connected to heavy appliances such as AC's, Ovens etc.

Use the towels & linen with care and

- Please note that any keys issued & not returned will be charged to you.
- The guests may in no circumstance re-let or sublet the property, even free of charge.
- All inventory must remain on the property & not be taken to off premises.
- Please do not feed the monkeys or dogs & avoid keeping any food, dishes or any personal belongings etc outside overnight as the monkey's could take them, damage them or make a mess. Please also close the Cottage kitchen door overnight.
- Please do not feed or try touch the fish in the ponds.
- The Owner/Management shall not be liable and no compensation will be provided for any temporary outage of electricity, gas, water, internet connection, television service or temporary defect or malfunction of any equipment, machinery or appliance in the buildings, grounds or pool/plunge pool.
- The Owner/Management cannot be held liable for any incidences/injuries to any of the Guests as Guests are staying & using all the facilities at their own risk including but not limited to the pools, hammocks, beach area, the swing sunbed, the pond areas, the tie rope etc.
- Swimming pool/ Plunge pool
  - The swimming pool/plunge pool is open from 7am to 6pm daily.
  - Please avoid using glass or sharp objects near the pool/plunge pool.
  - Kindly shower/rinse off any sand before entering the water.
  - Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.
- Please park your vehicles in the designated parking space, ensuring cars do not block access to any of the properties.
- Please respect your neighbours & the environment & try to keep noise levels to a minimum, especially between 10pm and 8 am.
- No outside guests are allowed on the premises without authorization from the Owner/Management & those guests wishing to stay overnight will be charged extra.
- No parties/events allowed with external guests without prior authorization from the Owner/ Management.
- Candles are not allowed inside the house.
- The Owner/Management or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
- The Owner/Management reserve the right to terminate the booking without notice and without refund in case of unreasonable behavior of the guests which may impair the enjoyment, comfort or health of others or in case of a breach of any of the terms & conditions mentioned above.

Thank you for staying with us & kindly confirm that you have read & understood the terms & conditions mentioned above by signing below:

Guest Signature:..... Date:.....