



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, or restrictions impacting travel to Kenya are lifted.

Updates & Extension Of Booking Policy COVID-19:

- A 20% 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 2022, the deposit will be refundable.
- The remaining balance is due 45 days prior to the arrival date.
- If the country of origin or Kenya has a travel ban in place at the time the clients travel, they can rebook until the end of 2022.
- 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 2022.
- If cancellation occurs within 14 days of the arrival date, 100% of the cost of accommodation will be retained. ONLY exceptions made if the guests test positive within the 14 days before departure and they cannot travel, we will allow clients to move their travel date. Clients will have to send PCR Covid certificate showing the positive test result.

Please stay assured that appropriate protocols are in place and that we are following all health directives from the World Health Organization. Please find below detailed information on our new safety measures implementation.

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.
- Food handling is done by our kitchen staff with face masks and gloves.
- We have ensured that the entire Alfajiri staff takes safety measures, whereby they do not leave the property to visit crowded places and keep safe distancing throughout.
- Allocated on site is a bedroom that will be confined and separate from other rooms, which will be used in case of symptomatic clients. Following isolation, the guest will be driven by ambulance to Diani Beach Hospital located at a 200 meters radius from the property.
- At the nearest hospital facility, Diani Beach Hospital, there are 4 ventilators.

We thank you for your continued support and we look forward to welcoming you at Alfajiri.

- Alfajiri Team