

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 the country of origin or Kenya has a travel ban in place at the time the client's travel, they can rebook until the end of 2023.
- 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.
- If guests at the time of taking the required Covid test for travelling to Kenya test positive and cannot travel, we will allow clients to move their travel dates. Clients will have to send proof of a positive PCR Covid test result.

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.
- Guests should have travel insurance policy covering deposit paid to confirm reservation.

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.
- 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.

Kenya International Travel Information:

- All travellers arriving in Kenya must complete a COVID-19 QR code form before their arrival, even if only transiting. The online registration form is accessible via the following https://ears.health.go.ke/airline_registration/. After submitting the form, travellers will receive a QR code which must be presented to port health officials for them to be allowed to proceed to arrival immigration.
- All passengers, irrespective of nationality and residency status, coming to Kenya via any route of travel must be in possession of a valid COVID-19 negative PCR test certificate conducted within 96 hours before travel. Children under the age of five are exempt from this requirement.
- We recommend that guests have a printed copy of their Covid test and QR code received.

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