



RACK RATES 2024

Type of Room	Bed & Breakfast	Half Board	Full Board
Standard Rooms			
• Single room	7,900	9,400	10,900
• Double room	9,800	12,800	15,800
• Twin Room (per person)	5,000pp	6,500pp	8,000pp
Superior Rooms			
• Single room	9,100	10,600	12,100
• Double room	11,300	14,300	17,300
• Twin Room (per person)	5,800pp	7,300pp	8,800pp
Executive Rooms			
• Single room	10,900	12,400	13,900
• Double room	13,500	16,500	19,500

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. 2,500.
- 12 years and above – Full Adult Rate.

b. Own Room:

- 5 – 11 years (Maximum of 3 children) – Ksh. 7,900
- 12 years and above – Full Adult Rate.

c. Meals

- 0-4 years – Free of Charge (FOC)
- Between 5-7 years – Ksh. 750 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.

