

KWS BANDAS & GUEST HOUSES - TERMS AND CONDITIONS

The terms and conditions below are applicable to all visitors and KWS staff.

Booking Policy

1. For bookings made more than 7 days in advance, a deposit of 50% should be paid within 48 hours for the booking to be confirmed.
2. The balance should be paid at least 7 days before the day of use.
3. Unconfirmed bookings will be allocated to those clients in the waiting list.
4. Full payment will be required for any booking made within 7 days to the day of use.
5. Modes of payment:
 - a. Cash/credit card: Payment to HQs cash office(Mon-Friday 9am-1pm, 2pm -4pm). Selected company cheques, No personal cheques.
 - b. Payments to KWS bank account. *Enquire for bank details.*
 - c. MPESA (coming soon)

Cancellation Policy

Any cancellation by the client will be charged a cancellation fee as follows;

	Time of cancellation	Cancellation fee per House
A	31- 60 days	25% of the deposit
B	15- 30 days	50% of deposit
C	14-7 days	75% of deposit
D	0-7 days	100 % of the total accommodation fee/deposit
E	"No-show"	100 % of the total accommodation fee/deposit

Refunds

Refund will be made to the client in accordance with the cancellation policy. A minimum of 2 weeks is required upon receipt of a written request from the client.

The Guest houses/bandas

Clients are advised that these are not luxurious facilities and provide the basics for a reasonably comfortable stay. KWS accepts no liability for damage to property or injury to the occupants during their stay in the facility.

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