



SERVICE CHARTER

Mombasa Beach Hotel, Mt. Kenya Road Nyali, North Coast
P.O. Box 90414 Mombasa.
Telephone: 254 722 203143/4
Email : info@kenya-safari.go.ke
Website : www.safari-hotel.com

PREAMBLE

This service charter puts in place service standards that will guide KSLH's management and staff in providing quality services to our clients and the general public. It therefore enumerates:

- Information on a range of services on offer from the Company's Units.
- Standards associated with such services based on clients' expectations.
- How to address clients' concerns, complaints or issues.

Mandate

To stimulate sustainable tourism and hospitality activities in Kenya through establishing, managing and promoting tourism facilities, in select tourism destinations in Kenya

Functions of KSLH

Extracted from KSLH mandate, the following are the specific functions:

- To map out tourism and hospitality sites in Kenya with a view of setting up facilities.
- To establish hospitality and tourism facilities in the identified areas in Kenya.
- To manage the established/any other facility to ensure sustainability.
- To promote the said facilities both locally and internationally.
- Establish any other related business that promote and adds value to KSLH.

Vision: To be a market leader in beach & bush experience.

Mission: To guarantee value to guests through heartfelt experiences.

Brand Promise: A MUST experience!

Core Values

- Integrity
- Diversity
- Customer focus
- Agility
- Inclusivity
- Creativity

MANAGEMENT STRUCTURE

KSLH is headed by the General Manager/CEO. It currently has five key departments and three business units. The departments are headed by respective functional managers and the units by hotel or lodge managers. The departments are:

- a. Audit
- b. Administration and Human Resources
- c. Finance, Procurement & ICT
- d. Marketing
- e. Operations

The units at which the main operations of the company take place are:

- (a) Mombasa Beach Hotel (North Coast)
- (b) Ngulia Safari Lodge (Tsavo West National Park)
- (c) Voi Safari Lodge (Tsavo East National Park)

Guiding Principles

- Offer quality services beyond the expectation of our clients and guests.
- Uphold integrity, honesty and transparency in all our operations.
- Cultivate a culture of goodwill among stakeholders and clients.
- Promote efficient and effective utilization of public resources
- Promote social equity, in line with vision 2030.
- Provide leadership in the provision of hospitality services.
- Cultivate a team spirit among the entire KSLH staff and business units.

COMMITMENT TO OUR CLIENTS

This Charter is a commitment by KSLH to provide high quality service delivery to our guests, tourism trade and the general public. We therefore commit ourselves to serve you effectively, efficiently, and diligently with courtesy, honesty, integrity and professionalism.

OUR SERVICE DELIVERY OBLIGATIONS

(i) General Service Delivery

We commit ourselves to:

- Answer your telephone promptly.
- Attend to you within 10 minutes of your visit.
- Meal orders are served within 15 minutes unless otherwise stated.
- Respond to your requests for quotation and proforma invoices within 24 hours.
- Provide all guests and clients with invoices before checking out.
- Treat your concern with confidentiality.

(ii) Contract Application and renewal

- A new application which meets all the requirements will be issued within two weeks upon receipt of application.

(iii) Contract Renewal. Contract renewal process will be started 2 months to the expiry date and any changes in the contract will be communicated to the client one month to the expiry date.

(iv) Refunds

Refund requests by guests or clients will be processed within 2 weeks upon provision of authentic documentary proof of prior notification, within the terms and conditions of reservation. These can be found behind the booking vouchers.

(i) Payment of suppliers

Suppliers of goods and services will be paid within 14 days upon satisfactory delivery of goods or services.

LEGAL RIGHTS OF TRAVELLAR/GUEST

SAFETY OF LIFE, HEALTH AND PROPERTY

As a key player in the Hotel and tourism industry selling services to members of the public KSLH is under legal obligation to ensure that the person partaking the goods and services does not suffer any injuries or other health problems due to any defects in the goods or services. In this regard KSLH will ensure:

Safe transportation of guests and visitors using company owned vehicles such as airport transfer minibuses or similar modes of transport.

Safety of life

We recognize that the guest is entitled to a comfortable stay during visits to KSLH owned properties in line with our Company Health and Safety Policy and strive to eliminate unsafe conditions by ensuring that all public areas used by guests are safe.

Safekeeping of guest property

We will put in place necessary facilities and measures to ensure safekeeping of guest property that is handed over to us by sleeping guests for safe custody in accordance to best practice guidelines in current use.

Good Hygiene

In line with the industry working practices KSLH will strive to maintain the highest standards of hygiene in all our establishments; and abide by relevant public health legislation that regulates the sell of food and services to members of the public.

CONTRACTS, AGREEMENTS AND PROMISES HONOURED

KSLH recognizes that the relationship between itself and the guest is one of contract. It will thus honor its contractual obligations as hotelkeeper to provide required guest services (accommodation food and allied services) in return for payment by the guest. Since the guest is paying for the services, he or she is entitled to receive the quality of services worth the amount of money he or she has paid for.

Hotels/Lodges as Advertised

KSLH recognizes the competitive nature of the hotel industry; nevertheless, we will avoid any exaggeration of the quality of its services or give false information to the public in advertising to attract clients.

Standard of the Hotels/Lodges

KSLH will strive to offer to our guests and visitors' facilities and services of a quality that meets and/or exceeds what is reflected in the classification or star rating of its properties. As we expect the guest to pay for services consumed, we will ensure that the charges payable are based on the quality of services rendered.

Location, Facilities and Rooms

The location of our properties has a bearing on the degree of duty of care the Company is legally bound with respect the safety of its guests and visitors. KSLH will ensure that the premises are safe for use by the guests. We will strive to ensure that the rooms and other facilities meet the minimum statutory requirements set by regulating bodies such as the Hotel and Restaurants Authority, NEMA and FTO.

Freedom from Harassment

KSLH recognizes it is illegal for a hotel to deny any person access to a hotel on discriminatory grounds; as provided for by the law KSLH does not support discrimination on grounds of tribe, race, nationality, creed or political affiliation

The Company does not condone extortion by public officials such as police, customs and immigration. We will ensure that guests are free from all forms of harassment while staying in its properties.

Professional Service and Payment

We recognize that the guest staying in KSLH properties and ourselves as hosts have a binding contract which requires that the guest shall pay a fee in return for competent and prompt services. In the context of a hospitality business the terms of this contract include:

- Services such as laundry, accommodation, food and refreshments will be delivered on time and that the same will be of a reasonably high standard.
- Company properties will provide reliable and accurate information and advice on such matters as modes of local travel, places of interest, cultures of local people and safety precautions necessary while traveling.
- Company premises are clean and safe
- Company employees will serve the guest with courtesy and professional skill.

RIGHTS OF KENYA SAFARI LODGES & HOTELS LTD AS THE HOST

Contract Honored

KSLH is a commercial organization and is contractually entitled to payment from the guest for services rendered as well as compensation for any disruption to the business as

a result of the guest's actions. The Company properties have a legal right to demand for payment in advance notwithstanding the normal industry practice to let the guest settle his or her bill on check out.

Rights of the Hotel Keeper

As a hotelkeeper KSLH expects to make reasonable profits and is entitled to recover charges for services rendered to the guest and to recover the cost of damage or loss the guest may have caused to the hotel's property.

HANDLING OF COMPLAINTS/FEEDBACK

We encourage clients and the general public to lodge genuine complaints, suggestions or compliments through physical address, suggestion boxes, and anti-corruption drop boxes, in person, via email, post, telephone or fax. This may be addressed to:

The General Manager
Kenya Safari Lodges & Hotels Ltd
Head Office Located At: Mombasa Beach Hotel
Mt Kenya Rd, off Nyali –Links Rd
P.O. Box 90414 -80100 Mombasa
Tel: + 254 722 203143/4
E-mail: info@kenya-safari.go.ke
Website: www.safari-hotels.com

We shall also maintain complaints / suggestions register and will acknowledge receipt and act on genuine complaints within (30) thirty days upon receipt.

OUR CLIENTS

KSLH clients include:

- Government agencies
- NGOs
- Corporate organizations
- UN agencies
- Diplomatic Missions
- Educational institutions
- Churches and Hospitals
- Tour Operators
- Travel Agents
- Foreign and Domestic Tourists
- Private Wildlife Conservancies
- Tourism Trade Associations
- Small and Medium Enterprises (SMEs) in Tourism
- Media
- Suppliers of goods and services
- Civil societies
- Members of staff
- Kenya Development Corporation (KDC)
- Members of the public

CLIENTS OBLIGATIONS,

We expect our clients and guests to:

- Provide accurate and timely information to facilitate timely response and reservations.
- Give our staff necessary cooperation and respect as they serve the clients and/or report any cases of corruption by staff
- Refrain from extending undue influence, favours, bribes or unethical compromise to staff.
- Never compromise KSLH staff
- Avail all necessary documents to facilitate refunds.
- Deliver items in the quality, specifications and prices quoted, within three days of order or within period specified in Order/contract.
- Suppliers have to be conversant with Public Procurement and Disposal Act 2005 and General Procurement Guidelines.
- All payments must be made in time as required.

REVIEW OF THE CHARTER

The Charter will be reviewed periodically in consultation with our esteemed clients, guests and stakeholders in order to ensure conformity with their changing needs and expectations.

OUR CONTACT ADDRESSES:

The General Manager
Kenya Safari Lodges & Hotels Ltd
Head Office Located at: Mombasa Beach Hotel
Mt Kenya Rd, Off Nyali –Links Rd
P.O. BOX 90414 -80100 MOMBASA
TEL: + 254 722 203143/4

E-mail: info@kenya-safari.go.ke

Website: www.safari-hotels.com

OR

Sales & Marketing Manager
Kenya Safari Lodges & Hotels
Ground Floor, Utalii House, Utalii Lane
P.O. Box 42013-00100
Nairobi
Tel: + 254 794 6711609

E-mail: sales@kenya-safari.go.ke

Website: www.safari-hotel.com