



Payment conditions

To secure a reservation, a 20% deposit is required within 14 days of booking confirmation. The remaining 80% is then due 60 days prior to the arrival date. Should we not receive confirmation from you on the above within the allotted time, we reserve the right to cancel your reservation. If a booking is made 30 days or less prior to the arrival date, full payment is due upon confirmation of the booking.

Rates

Rates are quoted in US dollars per person per night. Rates include breakfast and 18% VAT. Please note that the rate does not include any additional meals, depending on the package booked or any additional services. If the client does not wish to have breakfast, the rate remains the same, this applies to any type of meal arrangement booked.

No-show policy

A no-show is the failure of a guest to appear without written notification to Kili Seasons. In case of a no-show, the full amount of the reservation is due and no refund will be made. If your reservation was guaranteed by an amount on your credit card or by direct bank deposit at the time of booking, this amount will be forfeited.



Cancellation policy

Cancellations made 2 months or more prior to arrival, 0% cancellation charge and full refund of deposit paid. Cancellations 15 to 29 days prior to arrival, 25% cancellation fee of deposit paid will be charged.

Cancellations 2 to 14 days prior to arrival, cancellation fee of 50% of deposit paid will be charged.

Cancellations 1 day prior to arrival or no-show will be charged a 100% cancellation fee.

Children policy

- Children aged 0-17 years may reserve an extra bed in a hotel room.
- The maximum number of guests in a room is 3.
- Children under 18 must be accompanied by a parent or guardian.
- At the pool we have a silence request: no shouting, no splashing, no running, no ball games, and no other loud noises.
- Children's menus are available.

Check-in and check-out times

- Check-in: 2 p.m. to 00 a.m.
- Check out: 10 a.m.
- Restaurant open from 7.30 to 21.30 hours
- Bar open from 9.30 to 22.00 (In case of late arrival, there is the possibility that we have already closed the bar)



General policy

No pets are allowed in the hotel, with the exception of assistance animals. Kili Seasons is a smoke-free venue and there are delegated smoking areas. No one under 18 is allowed to use the pool table in the game rooms. Kili Seasons is a cashless hotel. Credit cards, direct bank transfer, Lipa and Mpesa are all accepted. The Kili Seasons hotel and our staff are not responsible for any injuries, accidents, incidents or damages during your stay at Kili Seasons or during outings and activities.