



## SAROVA HOTELS DISCLAIMER

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### **Making Reservations online**

You can make reservations for any Sarova Hotel by clicking on the booking icon on any property page or on the booking icon on the main menu. Our online booking service enables you to make, cancel or amend reservations to accommodate your travel needs. When making your reservation online, we will provide you an instant confirmation. An e-mail confirmation will be sent to the email address used in the booking process.

When making reservations online, we need a credit card at the time of the reservation request to process the reservation. The credit card information is contained in a customer profile that you can change at any time using your e-mail address as a login name and a unique password that secures your information . The credit card in your profile will not be charged at any time without you being informed during the booking process.

### **Alternative ways of making a Reservation**

Reservation queries can be made using the contact us form in each property on the site. Alternatively, you call the Reservation Departments at the hotels and the Sarova Central Reservations Office for any lodge queries.

**Prepaying & Guaranteeing Hotel Reservations** The Hotels may require the reservation to be prepaid, in full or part, during high occupancy periods. Properties will require a credit card number to secure or hold your reservation at the time of online reservation. Any prepayment or guarantee requirements the property has, will be communicated to you prior to you making a reservation. If you are unable to cancel the reservation within the time requirements stated in the hotel's [cancellation policy](#) may apply. Be sure to

cancel the reservation promptly if your travel plans change to avoid unnecessary charges.

### **Hotel Rates**

This site shows the property's current rates that are updated from Sarova Hotels' site management system and online central reservation systems. However these rates are subject to change without notice.

### **Hotel Availability**

All properties that are displayed on this site can be reserved at the time of a reservation request unless the property has indicated they are not available for a specific date.

### **Cancellations and No-Show**

All reservations must be guaranteed by credit card.

Reservations that are cancelled or reduced in length of stay, or numbers , are subject to cancellation charges and no-show fees at as follows:

- **The Stanley / Sarova Panafric**

Cancellation: by 12 noon one day prior to arrival

No Show: 100% charge for value of first night per room booked

- **Sarova Whitesands / Sarova Lion Hill / Sarova Shaba / Sarova Mara /**

Cancellation: 7 days prior to arrival

No Show: charge is 100% of total value of booking

**Arrival and check-out times** Daily check-in is from 12.00 noon on expected date of arrival. Rooms should be vacated by 10:00am on the date of departure. Special consideration may be made for extended departure time subject to anticipated arrivals.

**Miscellaneous** Amendments to this agreement shall be valid only if made in writing and signed by the Operators and Sarova Hotels. The waiver of any of the terms on any occasion shall not be deemed a waiver of such terms and conditions for any further occasion. All notices to be served shall be sent to the address of the party to be served as specified herein. This agreement shall be governed by the laws of the Republic of Kenya.

### **COPYRIGHT NOTICE**

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“Properties” include The Stanley, Sarova Panafric, Sarova Whitesands, Sarova Lion Hill, Sarova Mara, Sarova Shaba .The site contains marketing and other promotional information for Sarova Hotels . It also contains booking engines to facilitate online reservations, guaranteed by credit card.

Visitors are invited to register to receive news and other information from the site. If you do not accept the site's terms and conditions kindly do not register.

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Sarova Hotels reserves the right to change, modify or amend this policy at any time. A notice will be placed on the site notifying you of this change.