



HEMINGWAYS
COLLECTION



OUR GOOD NEWS

We have a couple of pieces of good news to share with you this week.

Firstly, we are delighted to share that we are planning to re-open Hemingways Nairobi and Hemingways Watamu from the middle of June, all being well. Our teams are well rested and have recently been working hard on establishing and perfecting our new COVID-19 Preventative Measures (see below) to be ready for when our first guests return.

Secondly, we are pleased to announce our new Flexible Booking Conditions for new bookings made at Hemingways Collection properties from June 1st 2020. We are obviously very aware that we need to offer more flexibility to customers particularly on cancellations which may arise due to COVID-19 related factors. We have also adopted a more flexible approach on our payment terms with no up front deposit payable to confirm a booking. See below the full details.

COVID-19 FLEXIBLE BOOKINGS CONDITIONS FOR NEW FIT BOOKING AT HEMINGWAYS COLLECTION

As many countries begin to relax lockdown and people start thinking about where they might travel to, we are delighted to share our extremely flexible conditions for new FIT bookings. Our absolute aim is to give you and your clients confidence in booking with us so we have removed the need for up front deposits and changed our cancellation policies.

HEMINGWAYS NAIROBI AND HEMINGWAYS WATAMU

NO UP FRONT DEPOSIT

Going forward, we will not require an up front deposit to confirm a booking. Reservation requests will now be considered 'confirmed' upon receipt of a valid booking voucher from the Agent.

Reservations will be held on a tentative basis for a maximum of 14 days. If we do not receive a valid booking voucher within 14 days, the reservation will automatically cancel from the hotel reservation system without prior notification.

All reservations, cancellations and/or amendments must be made in writing to the Reservations Department.

PAYMENT

50% of the total booking value is payable 60 days before arrival.

The remaining 50% of the total booking value is payable 30 days before arrival.

If payments are not received on time the reservation will automatically cancel from the hotel reservation system without prior notification. Once rooms are cancelled they will be re-sold on a first come first serve basis, subject to availability.

There is no change to payment terms for Agents with approved credit facilities.

CANCELLATION

Between Confirmation and 48 hours prior to arrival

100% refund of monies paid or credit note issued against the agent name to be utilized within 12 months from the arrival date. We will process all refund requests as quickly as possible.

Between 48 hours and arrival

100% of the total booking value will be refunded as a credit note against the agent name to be utilized within 12 months from the arrival date.

Cancellation during travel or stay

100% of total booking value will be forfeited

HEMINGWAYS OL SEKI MARA

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CANCELLATION

Between Confirmation and 60 days prior to arrival

The booking can be cancelled without penalty.

Between 60 days and 30 days prior to arrival

100% refund of monies paid or credit note issued against the agent name to be utilized within 12 months from the arrival date. We will process all refund requests as quickly as possible.

Between 30 days and arrival date

100% of the total booking value will be refunded as a credit note against the agent name to be utilized within 12 months from the arrival date.

Cancellation during travel or stay

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NOTE

These revised cancellation terms for Hemingways Collection properties apply **ONLY** to Covid-19 related reasons for cancellation. These reasons are limited to include the following:

- Resurgence of infection rates in the guest country of residence to the extent that the Government restricts all but essential travel.
- The destinations in the guest itinerary are under official Government sanctioned lockdown that prohibits the guest from traveling or the service providers from providing the booked services.
- The destinations in the guest itinerary have closed their border to international travellers.
- The destinations in the guest itinerary will not accept or allow entry for travellers from the guest's country of residence
- International flights are cancelled with no alternative routings available for the guest to use to reach the destinations in the itinerary.

Hemingways Collection reserves the right to ask for any reasonable evidence, written statements and or documents to support the reasons for cancellation that are given. Any other reason for cancellation not listed above will be considered on a case by case basis. For group reservations, kindly reach out so we can also review separately.

In line with Clause 6.3 of our Contract, clients are required to travel with fully comprehensive travel insurance including 'cancel for any reason' cover.

We remain at your disposal for any further assistance and hope these new flexible booking conditions inspire confidence in booking with us. Hemingways Collection will continue to review our booking terms and conditions as this very dynamic situation evolves and we reserve the right to amend these flexible bookings conditions accordingly.

WE ARE PREPARED COVID-19

Preventative Measures

Our priority is the health and wellbeing of our staff and guests as well as ensuring the unique experience of staying at Hemingways Collection is retained. The measures we have adopted in our properties go above and beyond the minimum government standards to offer complete comfort and security to our guests. We have also relaxed our booking terms and conditions to give you piece of mind.

See the preventative measures below.

COVID-19 PREVENTATIVE MEASURES



HEMINGWAYS
NAIROBI



HEMINGWAYS
OL SEKI MARA



HEMINGWAYS
WATAMU



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We send news updates and special offers to customers and those we engage with through business to ensure they do not miss out.

Our mailing address is:

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