



Travellers



Beach Hotel & Spa

Hotel Rules and Management Policies

	Hotel Rules and Management Policies
	Dear guests, to ensure safety and comfort of the Hotel guests during their stay, the Hotel Management requests your co-operation in observing the following as an agreement between the Guest and TRAVELLERS BEACH HOTEL under which rooms are permitted to be used by the guest(s):
Check-in	From 12:00 hours
Check-out	Check out @10:00 hours Late check-out policy, subject to availability, extra cost applies
Day Use	Day use of rooms is between 10:00 and 17:00 hours. Maximum duration of stay is 8 hours. A tariff in the amount of 75% of the applicable room rate applies.
Rates Policy	<p>The tariff includes:</p> <ul style="list-style-type: none">❖ Accommodation with Breakfast,❖ Accommodation with Breakfast/Dinner,❖ Accommodation with Breakfast/Lunch/Dinner❖ Accommodation with Breakfast/Lunch/Dinner/Drinks/Snacks❖ All above with different Room categories (Standard/Deluxe/Superior/Suite) <p>The tariff are inclusive of all taxes and service. Additional meals, amenities and services are available at extra cost.</p> <p>To upgrade your room amenities and services, please contact the Front Office.</p>

	Guest registration forms must be signed on arrivals.
Hotel Services	All information can be obtained at the Front Office (open 24 hrs) and on our website www.travellersbeach.com
Meal Times	<p>Buffet meals served at Safina/Shibe Restaurant:</p> <ul style="list-style-type: none"> ❖ Breakfast from 7.30 am to 9.30 am. ❖ Lunch from 12.30 pm to 2.30 pm ❖ Dinner 7.30 -9.30 pm
All-inclusive package	<p>All-inclusive package includes:</p> <p>Lunch/Dinner/Breakfast/Snacks (served from 10:00 till 18:00) and Drinks (served from 10:00 till 23:00) and ends @ 10:00 on the last day.</p>
Room Service	<p>Room Service: open 24 hours</p> <p>Meals and beverages served in rooms will be charged according to the Room service price list provided in rooms.</p>
Extra Bed	Extra beds can be placed in standard room categories at additional fee per night available in our Front office desk.
Guest Rooms	<p>All rooms have air conditioning. Please note that air condition does not work if windows are opened or if Windows are not properly closed.</p> <p>DO NOT DISTURB- In all Guest rooms DO NOT DISTURB sign has been provided. Hotel rule is that this sign cannot be displayed longer than 24 hours. After this time, Hotel reserves the right to enter the room due to Safety and Security reasons.</p>
Housekeeping Services	<p>Room cleaning shall be performed from 08:00 - 16:00 hours. If the Guest requires a specific time for room cleaning, please make arrangements at the Front Office.</p> <p>Linen- changed every second day of your stay.</p> <p>Towels –we have instruction tent cards in the room.</p> <p>Guests are particularly requested to lock the door/window of their rooms when going out and going to bed.</p>
Safes	All Guest Rooms has a safe box, kindly keep your valuables in the safe, Management will not be liable for any loss or

	damages of your valuables. Security code available at the Front office desk.
Swimming Pool	Open from 7 am to 6 pm only
Child Policy	A maximum of two children under the age of 12 years old are allowed to share the room with additional charges (80% of double rate)
Age Requirement	Guests must be at least [18] years old to check in without a parent or legal guardian
Infant /Baby Cot	Complimentary upon request
Pet Policy	Pets are not allowed.
Dress Code Policy	Please note formal wear is recommended during dinner time. Shorts and vests are not allowed.
Airport Shuttle	Please contact the Front Office to arrange for airport shuttle service, airport pick-up at special rates.
Parking	Free Parking available.
Night Hours	Quiet hours are observed at night, Please be considerate of other guests during that time.
Feeding of monkeys	Not allowed, Hotel is obliged to charge a penalty fee
Trespass and Misconduct	Entering wrongfully or without proper authority or consent of hotel property or Any wrongful, improper, or unlawful action within the premise is an offence. Hotel is obliged to charge a penalty fee.
Guest complains	Guests shall address all their complaints at Guest Relations Desk.
Payment Types	Travellers Beach Hotel accepts Visa, Master, American Express and Pesa Pal as an online payment method. Please present the credit card used to guarantee your booking when checking-in or making payment at Travellers Beach Hotel.

	Kindly clear your bills one day prior to departure to avoid any inconveniences.
Company's Lien On Guest's Luggage And Belongings	In the case of default in the payment of dues by a guest, the management shall have the lien on their luggage and belongings, and be entitled to detain the same and to sell or auction such property at any time without reference to the guest
Accessibility	The Hotel has disability friendly Rooms with prior request.
Smoking Rooms	For the comfort of all our guests, we operate a strict No Smoking policy in all of our Guest Rooms, Conference Rooms and public areas. A smoking area can be found through the carpark side door from the main lobby
Luggage Storage	Subject to the availability of the storage space, the guest can store luggage in the luggage room, at the guest's sole risk as to loss or damage from any cause, Luggage may not be stored for over 3 days.
Hazardous Goods	Bringing goods or storing of any other article of a combustible or hazardous nature and/or prohibited goods and/or goods of objectionable nature is prohibited.
Damage to Property	The guests will be held responsible for any loss or damage to the hotel property caused by themselves, their guests, or any person for whom they are responsible
Management's Rights	The Management has the right to request any guest to vacate his/her room or other areas of the hotel, Without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In case of default, the Management has the right to remove the Guest's luggage and belongings from the room occupied by him/her.
Photographs and Video	Using photographs and videos taken in the hotel for commercial or public purposes is illegal. Those who do so will be subject to prosecution.

Compliance with Laws.	Guest are requested to observe, abide by and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.
Emergency Procedures	Familiarize yourself with emergency exits and procedures. In case of an emergency, contact the front desk or dial [0].
Deposit Policy	Guests who want to make a reservation, have to make a deposit of 50% of the total amount to confirm the reservation.
Cancellation/No-Show	Guests must adhere to the cancellation policy specified at the time of booking to avoid charges. This policy may vary based on the type of reservation.
Thank you for choosing Travellers Beach Hotel & Club. We wish you a pleasant stay!	

