



Extended Stay Lodging Rates at Kundayo Serviced Apartments Lodge

SERVICED FULLY FURNISHED APARTMENTS

WEEKLY – MONTHLY RATES

JANUARY 2022 – DECEMBER 2025

(rates and dates are subject to change without notice)



**ALL SEASON RATES
JANUARY 2022 - DECEMBER 2025
SELF CATERING & LONG STAY ACCOMODATION RATES
WEEKLY & MONTHLY RENTAL RATES**

APARTMENT TYPES	WEEKLY RENTAL RATE	MONTHLY RENTAL RATE
FURNISHED STUDIO APARTMENTS <ul style="list-style-type: none"> • Maximum Occupancy Two People • US\$ 27.00 for any additional nightly stays; 	US\$293	US\$808
FURNISHED ONE BEDROOM APARTMENT <ul style="list-style-type: none"> • Maximum Occupancy Two People • US\$ 33.00 for any additional nightly stays; 	US\$303	US\$985
SPACIOUS FURNISHED ONE – BEDROOM APARTMENT+++ <ul style="list-style-type: none"> • Maximum Occupancy Two People • US\$ 22 for any additional nightly stays; 	N/A	US\$657

- **Weekly Rate:** Number of nights equates to seven (7)
- **Monthly Rate:** Number of nights equates to thirty nights (30)
- +++Located Outside of the Kundayo Main Compound – across the street

TERMS & CONDITIONS

- a) All rates are subject to availability and change without any notice
- b) All bookings require 50 % deposit and full payment before occupancy
- c) All taxes are inclusive [VAT 18%; and Bed Levy of 1%]
- d) More than two people are not allowed to share one apartment unit, (unless the third person is child under 12 years or as per the triple occupancy booking)
- e) Late Departures [before 6:30pm] charges of US\$25 per room will apply; while for midnight departures US\$35/= and depends with availability;
- f) Kundayo Serviced Apartments Lodge reserves the right to refuse bookings at its discretion.
- g) All the bookings will follow our "Booking Conditions" and our "Terms & Conditions of Occupancy," solely with no variations they do apply to all guests, visitors & tenants stay in or visit our property(ies).
- h) When Confirmed booking, YOU have agreed to all of the Kundayo's Booking Policy as well as Terms and Conditions of Occupancy and You have agreed that I shall make all the payments in ADVANCE
- i) All the extended stay rates DO NOT include any meals and beverage;
- j) Accommodation Stated Rates Do Not Include

✓ Laundry	✓ Airport Transfers & Taxi Services	✓ Visits and Tours
✓ Food and Beverage	✓ Deliveries	✓ Others

Kundayo Serviced Apartments Lodge

Plot No. 208 Block GG, Kimandolu, Arusha-Moshi Road, P.O. Box 1749, Arusha-Tanzania
Phone: +255 27 2544340 Mobile: +255 754 697105; E-mail: ksa@kundayoapartments.com,
www.kundayoapartments.com



OUR BOOKING POLICY

[UPDATED DECEMBER 2021]

PAYMENT & CANCELLATION POLICIES

All reservations/bookings will follow these conditions solely with no variations. A 50% deposit of the accommodation charges are due to secure the booking and paid to our bank account or by cash in our office, at least 30-90 days prior to the date of arrival at the lodge for all "Bed and Breakfast; Half Board and Full Board" bookings. All "Long Term Stay or Extended Stay" bookings require first month rent payment before occupancy and for those who plan to stay much longer than a month the rental payment thereafter will be received in the beginning of each rental period.

The deposit is accepted as part of the full payment and will only be refunded if the representative (individual or company making the reservation) cannot be accommodated. If the full amount is not paid in due time, we reserve the right to treat any reservations as cancelled. Any reservations made less than 10 days prior to the arrival at the lodge; payment is then required in full at the time of making the reservations. The representative who accepts the reservation/booking does on behalf of the entire group in the reservationists' party.

CANCELLATION NOTIFICATION

All cancellations must be in either by e-mail or by writing by the guest or representative.

Kundayo Lodges Ltd will retain the following percentage upon cancellation of your booking within the following timeframes:

- Cancellations made within 7 days of date of arrival forfeit the entire deposit
- Cancellations made within 14 days of date of arrival forfeit 75% of the deposit
- Cancellations made within 21 days of date of arrival forfeit 50% of the deposit
- Cancellations made within 30 days of date of arrival forfeit 25% of the deposit

In the event of a premature departure the full extent of the stay, as originally booked and confirmed, will be charged.

Refunds of deposits/prepayments for bookings are at the discretion of Kundayo Lodges Ltd management and are dependent on the ability to re-let the room/s.

CURRENCY OF PAYMENTS

We accept payment in Tanzanian Shillings & US Dollars: in CASH, BANKING DIRECT WIRE TRANSFER TO OUR BANK ACCOUNT,(please request for our bank account details), and PRE- APPROVED COMPANY CHEQUES payable at our office. You can also make payment by VISA, MasterCard, Maestro and American Express– (please be familiar that 5% merchant fee apply when using cards)

Preapproved Cheques please make cheque for services of Kundayo Serviced Apartments Lodge to: KUNDAYO LODGES LIMITED

PAYMENT SURCHARGES:

Any bank surcharges that may occur for the Guests'/Agents' choice of payment are responsibility of the agent or guest. Cheques received and returned by our bank will incur a 10% Unpaid Check Charges to the Agent, and will not hold a reservation and will incur payment in cash only basis for the future bookings.

LIABILITY

Kundayo Lodges Ltd, its properties (including Kundayo Serviced Apartments Lodge) and/or its subsidiaries and affiliates, do not and will not accept responsibility for any incident of any nature involving any client(s) or person (s) who is/are at any property(ies), nor while traveling to or from any property(ies).

Rates exclude lunch, dinner, wine and champagne, telephone calls and fax transmissions, visitors' meals and drinks other than those specified in the booking.

LIABILITY DISCLOSURE

Please take note that the use of any of our accommodation facilities, inclusive of everything it offers, are entirely at your own risk. We cannot be held responsible for any incidents or accidents occurring inside or outside Kundayo Serviced Apartments Lodge. Safeguarding of your personal belongings will be entirely your own responsibility and making use of any of the facilities will be exclusively at your own risk



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TERMS AND CONDITIONS OF OCCUPANCY

[UPDATED DECEMBER 2021]

Satisfaction Statement

Kundayo Lodges Limited, its properties and/or its subsidiaries and affiliates (including Kundayo Serviced Apartments Lodge) is committed to creating and marketing the highest quality accommodation. Our emphasis is first and foremost on ensuring customers are completely satisfied with our service. We will make certain that our customers enjoy a long and satisfying relationship with us. Our policies and procedures are customer friendly and we make it easy for them to do business with us. We will change our policies to meet the needs of our customers and will never compromise customer satisfaction for profit. We will achieve our profits by creating happy and satisfied customers.

Complaints

At Kundayo Lodges Ltd we actively encourage you to report complaints about our services. If you have a complaint we want you to let us know in order that we may do something about it, at any time when you have complaints about the apartments or their contents please do not hesitate to immediately report to our onsite office and we will immediately take all reasonable steps to resolve the problem. Moreover, any dissatisfaction arising with the handling and resolving of the client's complaint on site must be reported by writing.

We know that most customers, who are not satisfied, don't complain. They just never come back! Well, we want you back as a customer; so if you do have a complaint or even suggestion as to how we might improve our products and services please contact us at ksa@kundayoapartments.com or Of course, compliments are appreciated as well!

Terms and Conditions for Occupancy:

- a. You (our guest or tenants) agree that you will pay us (the Operator – Kundayo Lodges Ltd, its properties and/or its subsidiaries and affiliates) the accommodation charges for each day of your stay and any additional charges up until the time you advise that you have departed from our premises/apartments.
- b. You agree that any charge for services to you, not billed at the time of your departure, may be added to your account for settlement and you will be invoiced therefore become responsible to make such payment within 14 days of your departure, by cash, direct wire transfer to our bank account, pre-approved cheques or any other payment method that will be accepted by both parties.
- c. You agree that check in time is from 2:00pm while check out time is between 10.30am to 11.00am. Any variation to these times can be made with prior permission from management. Any checkouts not authorized by management and after checkout time, client shall be charged for that fully day.
- d. You agree to advise us of any change in the number of persons using the room and agree to pay any additional charges for additional persons not included in the number stated at the time of registration.
- e. You agree that the number of people permitted to occupy each apartment is limited to two unless is triple occupancy booking. It may however be possible for a child below age 12 to share apartment with the parent but by stating for such arrangement during your booking or during registration.

- f. You agree you are and remain personally liable to pay the total amount due on departure unless prior settlement arrangements have been accepted by us. If the settlement arrangements have not been met within 14 days of departure you agree to pay the total amount due on receipt of our invoice.
- g. You agree to pay us for any excess cleaning, loss or damage to the room or equipment in the room during period of use including that resulting from, but not limited to, excessive cleaning requirements, smoking, missing equipment and physical damage. A full inventory of all equipment is maintained. No items are to be removed from the apartments during your stay. The property and all equipment must be left free of damage at the end of rental period. Except in the case of normal wear and tear the hirer will be responsible for making good the apartment or its contents which has occurred due to negligence, willful damage or irresponsible behavior on the part of those occupying the apartment or their guests. Any damage must be reported without delay. The cost of repair or replacement must be agreed with and paid to Kundayo Lodges Limited, or to the management of its properties. If any damage or replacement is required, tenant shall be liable to pay a minimum of USD 50 for each item.
- h. You agree that, 30-minutes before your departure, to notify one of the Kundayo staff who can finalize formalities of the room/apartment inventory checks.
- i. You agree to return the key and/or security card for the room at the time of your departure and agree to pay a charge for the replacement of keys you lose or fail to return same.
- j. You agree any monies or other valuables, goods or vehicles that belong to you, brought in or on to the rooms, grounds or car park remain your responsibility and we are not responsible for their safekeeping. Moreover, Kundayo Lodges Ltd, its properties and/or its subsidiaries and affiliates cannot be held responsible in any way for THEFT, LOSS OR DAMAGE to any personal belongings at the apartment location. Nor can we be held liable for acts of defaults caused by third parties. Also we are not responsible for compensation any losses to the stores/goods during or after your stay. Nevertheless, we shall not be held responsible for personal injury, death, or any other form of disability or inconvenience and financially responsibility shall be that of the client alone. You are agreeing to ensure that your own insurance policies cover loss or damage to personal property during your stay. You are advised to take out adequate travel and personal insurance.
- k. You agree, Kundayo Lodges Ltd shall not be responsible or liable for any ACCIDENT, LOSS, DEATH, BODY INJURY or damage whatsoever to any person(s) or property whether on premises or in transit to and from the premises/property. You further agree to release and hold the Kundayo Lodges, its subsidiaries, properties, affiliates and its designated tour operator(s) and tour administrator harmless from any and all liability, loss, or damage that may arise out of your lodging with us.
- l. It is understood and agreed by purchasing any of our accommodation service or a tour package or any other of our packages you have agreed to all of the Kundayo's "Booking Policy" as well as "Terms and Conditions of Occupancy" and that you have recognize and accept the risks thereof. You have also read and agree to the "Terms and Conditions and the Responsibility Statement" for the purchased adventure activities and entertainment and understand that they include a release of liability that will be binding upon yourself and of your family, heirs, and legal representatives. You further agree to release and hold the Kundayo Lodges, its subsidiaries, properties, affiliates and its designated tour operator(s) and tour administrator harmless from any and all liability, loss, or damage that may arise out of your participation in the accommodation or of other packages and adventure offered to you by Kundayo Lodges Limited and all its subsidiaries, affiliates, partners including Kundayo Serviced Apartments Lodge and affiliate partner.
- m. You agree that you will not make any claim against us for any damage or loss to your goods or valuables, regardless of how or where the loss or damage occurred.
- n. You agree that in any case where you or any guest or family member brought onto the property by yourself becomes disruptive, abusive, destructive or offensive as a result of, but not limited to drug or alcohol use, we have the right to evict you and any member of your associated party.

- o. You agree that regardless of your length of stay there is no tenancy or other rights created under any Landlord or Tenant laws and there are no such laws that apply to your stay. We grant you a license to stay in our rooms and you agree that we may terminate the license at any time without giving you a reason.
- p. You agree that the provision of accommodation at this property is for personal use only and no commercial business is to be conducted on site at any time by yourself or any guest or family member brought onto the property by yourself.
- q. We adhere to the Tanzania Privacy Law and Data Protection Act relating to the collection of personal information. Information collected from you is required by either to meet the requirements of Government of Tanzania as it applies regarding the maintenance of a guest register, for the billing purposes and to market our services to you. If you do not provide us with this information, we may be unable to provide you with accommodation. We will make this information available to third parties who assist us provide services to you, where required by law or to enforce our collection of amounts owing by you. You must advise us if any details on your registration card are incorrect. Personal information collected during your stay will be retained for the length of time necessary to comply with taxation and accounting requirements (usually seven years).
- r. Cleaning Services: Housekeeping and cleaning services are ONLY available between 8.00AM and 12.00 P.M every day. They include housekeeper services every day.
- s. You agree that any items left in the apartment will be kept for 3 months after the departure date.
- t. You agree that NO PETS are allowed on the premises
- u. You agree that Kundayo Lodges Ltd, its properties and/or its subsidiaries and affiliates will not accept responsibility or be liable for inconveniences or financial implications of any sort arising from any incident on the premises during your stay. This includes any lack of service not available due to areas out of the hotels control like water shortage, power cuts, and weather conditions and all other.
- v. You agree that all notification of cancellation must be made in writing to Kundayo Serviced Apartments through this email, ksa@kundayoapartments.com.
- w. You agree that the apartment/room hire cost does include any personal insurance cover. It recommended that client to have their own insurance against personal accident and illness.
- x. You agree that all payments have to be made in advance as well in relations to Kundayo's Booking Conditions and Policy(ies).
- y. You agree that all bookings applications and any payment accepted by Kundayo Lodges Ltd, its properties and/or its subsidiaries and affiliates are subject to these terms and conditions of occupancy which are considered to have been ACCEPTED IN FULL by the hirer/customer and all persons in the party.
 - No more than the persons named in the booking form or registration form may occupy the apartment or room and that all persons occupying the room must be properly registered and all information required in the registration forms must be provided and to be attached with the copy of customer's passport or other legal identification.
 - All prices are quoted in US dollars; however, payments can be also made in Tanzanian Shillings. Please ask the management for the current exchange rate.
 - Booking is only confirmed upon receipt of your deposit. Written confirmation and receipt for the deposit will be sent to you via e-mail

The following method of payments are accepted

1. Cash
2. Direct Deposit – Electronic Wire Transfer
3. Pre-approved Company's Cheques or Banker's Cheque
4. Debit / Credit Card Payment – additional merchant fee charge of 5% will apply when paying using debit or credit cards
5. M-PESA

Bookings: Kundayo Lodges Ltd, its properties (including Kundayo Serviced Apartments Lodge) and/or its subsidiaries and affiliates accepts booking requests at any time. All booking inquiries are given the highest priority and are responded to within 24 hours. Booking inquiries can be made directly to Kundayo through the e-mail address: ksa@kundayoapartments.com or through completing the booking form at our website, www.kundayoapartments.com. If you need any quick help or further clarification you can call our office in Africa- Tanzania: + 255 754-697105 or +255 27 2544340. If we do not respond within 24 hrs please do not hesitate to re-send your booking request once again to us by making sure all the e-mail addresses (i.e., sender or receiver e-mail addresses) you used to be correct or you can call us.

LAW: These terms and conditions as well the Booking Policy are governed in accordance with the Law of the United Republic of Tanzania

Kundayo
true reflection of famed African hospitality®

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