



A NOTE TO OUR GUESTS

We are thrilled that you are ready to travel again and we are very much looking forward to welcoming you! These are undoubtedly very challenging times and we are ready to assist you navigate your journey. As a family run hotel we can easily adjust our services to meet and hopefully exceed your expectations in this world full of the unexpected.

As the well-being of our guests and employees is paramount to us at Peponi, we maintain the highest standards of service and cleanliness. In the coming months, as health experts and government authorities continue to revise health, safety and service standards for all businesses, we will remain in compliance with those specified by the Kenya Ministry of Health.

We know that making a commitment to travel at this time can be a bit daunting. Rest assured that we are here to ensure your comfort and well-being throughout your stay. If you are currently feeling unwell or suffering from any symptoms such as fever (over 37.5 degrees), chills, cough, or shortness of breath, we ask that you postpone your stay and seek medical attention. In order to protect our guests and employees, we will not be able to honour your reservation if you feeling unwell or suffering from any of the above symptoms at the time of check-in. We have updated our cancellation policy to allow you the flexibility to plan your trip for a later date.

From the moment you arrive and until you depart, what you can expect is a friendly staff that is eager to make you feel relaxed and welcome. A preview of our enhanced service protocols is provided below. Should you have any specific concerns, We at your service to discuss them prior to your arrival. We look forward to seeing you at the beach!

ENHANCED SERVICE PROTOCOLS - AUGUST 2020

Due to the current COVID-19 pandemic, we have implemented stringent protocols across all areas of our hotel operations which include enhanced cleaning techniques. These extra measures are in place as a further safeguard for your comfort and well-being:

PUBLIC AND COMMUNAL AREAS

The frequency of cleaning and sanitising has been increased in all public spaces with an emphasis on frequent contact surfaces.

HOTEL EMPLOYEES

All employees have received negative COVID and daily temperature checks are conducted for each prior to reporting for work.

GUEST ROOMS

Along side our regular cleaning procedure extra sanitising protocols have been implemented to clean our guest rooms with special emphasis on frequent touch areas.

SERVICE YOUR WAY

Being a family run hotel your stay is personalised to your needs. The hotel is open and spacious, we offer many choices of areas to dine ensure proper distance is maintained between tables or you can chose to eat on your private veranda.

SOCIAL DISTANCING

In accordance with Kenya Government guidelines, we require that social distancing be observed throughout our hotel. We have introduced reduced seating capacity through out the hotel to be in compliance with the guidelines.

ON CALL ASSISTANCE

For any extra assistance during your stay we have a manager just a phone call away who can make any arrangements should you feel ill during your stay.

