

YU Resort Terms and Conditions 2025

Check-In / Check-Out Times

- **Check-In:** 2:00 PM
- **Check-Out:** 10:00 AM
- **Late Check-Out (until 4:30 PM):** KES 13,500.00
- *Note:* Late check-out (after 10:00 AM and before 4:30 PM) may result in a fee.

Cancellation Policy

Please read our cancellation policy carefully. Exceptions are rarely made, and our team is instructed to strictly follow these guidelines:

1. Your reservation is **guaranteed until 90 days before arrival** without a deposit. After that a **deposit of 50% of the total booking will be required** to guarantee your reservation.
2. Cancellations **90 to 30 days before the planned arrival** date are not free of charge and **cost 40%** of the total room rate.
3. **30 days before the arrival date**, the **total cost of the reservation** must be covered.
4. Cancellations within **30 days to 7 days before the arrival date** are not free of charge and **cost 70%** of the total room rate.
5. Cancellations within 7 days before the arrival date are not free of charge and **cost 90%** of the total room rate.
6. If you arrive and decide to leave early, **nights not used 24 hours after cancellation are non-refundable**.
7. In case of a **no-show**, the **entire amount** of your stay will be charged and is **non-refundable**.
8. To cancel, you **must send an email with your reservation number** to: **info@yu-resort.africa**
9. Cancellations are **confirmed by email immediately** after processing.

Non-Refundable Rate: The total price will be charged immediately upon booking and is non-refundable.

Room Policy

We want you to have an amazing time during your stay. However, please note the following rules:

- **Damages & Missing Items:** If anything is damaged or missing, the cost will be charged to your credit card at market value.
- **Reporting Issues:** Any existing damage or issues in the room must be reported to the front desk immediately upon check-in to avoid being held responsible.
- **Deliveries:** Guests may receive occasional deliveries or packages with prior approval. However, YU-Resort is not liable for the contents, safety, or storage of such items.

- **Quiet Hours:** From 11:00 PM to 7:00 AM, please respect our quiet time throughout the property to ensure everyone can rest.
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Standard Booking Price Includes

- All applicable taxes
- Wi-Fi Internet and Cable TV
- Air-conditioning
- Daily cleaning
- Breakfast, Lunch & Dinner (unless stated otherwise in special packages or discounted rates)
- All in-room amenities and facilities as described on our website or in correspondence

Note: When you make a reservation, you are booking a **room type**, not a specific room. Layout and amenities are similar, but interior design may vary. Reservations are **only confirmed upon receiving a confirmation email**.

Children Policy

- One child under 2 years old stays free of charge. Please request a cot/crib in advance.
 - All guests must be 18 years or older to make a reservation.
 - Minors cannot check in without a legal guardian.
 - A valid photo ID is required at check-in for age verification.
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Pet Policy

Yes, we are pet friendly — with a few guidelines:

- Pets must remain on a leash when outside the room.
 - Pets are not allowed in the lobby or restaurant due to health regulations.
 - Pets must not be left unattended in rooms.
 - If excessive shedding or an accident occurs, a cleaning fee of KES 2,000 will be charged.
 - Damage caused by pets will be billed at market value.
 - No cats or venomous animals allowed.
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Guest Safety Policy

- Our staff will never disclose your room number, identity, or presence to anyone except law enforcement.

- It is the guest's responsibility to inform visitors of their room number.
 - Security cameras are in use throughout the property.
 - All individuals on the premises may be recorded for safety reasons.
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Non-Smoking Policy

All rooms are strictly non-smoking.

- You will be asked to sign a document at check-in confirming your agreement to a **KES 13,500 fine** if any sign of smoking is detected in your room or building common areas (e.g., stairs, elevator, lobby).
 - This policy complies with **EEC public health regulations**.
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Noise & Guest Limits

Please respect the following:

- Maximum occupancy must match the number of guests in the booking.
 - Hosting extra guests without approval may result in a **50% charge per additional guest per night**.
 - Excessive noise between **10:30 PM and 6:30 AM** is prohibited under Austrian State Law.
 - Unauthorized subletting is strictly prohibited.
 - We reserve the right to **cancel your reservation without refund** if rules are violated.
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Damage & Deposit Policy

Please treat the room and all furnishings with care:

- Notify the staff immediately if anything is damaged or broken.
 - You are financially responsible for any damage caused by you or your visitors due to negligence.
 - A summary inspection is done at check-out, followed by a detailed inspection.
 - In case of damage, a detailed invoice will be sent via email.
 - The **damage deposit is refundable** upon check-out if no damage or extra cleaning is required.
 - Deposits may be paid by credit card or in cash at check-in.
 - If repair costs exceed the deposit, **additional charges will apply**.
 - Refund processing time depends on your bank, but typically takes up to **10 business days**.
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GDPR Compliance

YU-Resort treats all personal data with utmost confidentiality and in compliance with **Kenyan data protection regulations**. Sensitive data will never be stored or used for unauthorized purposes.