

RESIDENT INFORMATION

Dear Resident,

Heri Heights Serviced Apartments welcomes you and thanks you for choosing to stay with us. We sincerely hope that you will enjoy your stay with us.

For the enjoyment of your stay, and that of others, we kindly request that you take time to read through this information kit. We encourage all our residents to observe the stipulated regulations.

Please do not hesitate to contact any member of the Heri Heights team, should you require any clarification.

Electricity

We provide complimentary electricity for our short term guests. For our **long term guests**, a surcharge of Kshs. 10,000 per unit, per month shall be levied to cater as a service charge for electricity consumption. ***(This does not apply to this booking)***

Palm Café

Palm Café is open daily for use by residents and their guests from 7am to 9pm serving breakfast, lunch and dinner. All meal charges must be settled promptly or may be signed to the apartment bill for settlement at the end of the month or upon check out.

Papyrus Boardroom

We have the Papyrus Boardroom that can sit a maximum of 8 people available for your complimentary use. Additional amenities such as food and beverage service, writing pads, pens, bottled water, flip charts, and projectors can be availed at a fee. Kindly make a reservation for use of the room at the Reception. All charges must be settled promptly or may be signed to the apartment bill for settlement at the end of the month or upon check out.

Please note that we have recently introduced permanent Sunday brunch by the poolside starting from 11am to 6pm. There is a variety of sumptuous meals to select from the Barbeque grill as per your preference. Please do feel free to invite your fellow residents, family and friends. For larger group bookings, please contact the front desk to make a reservation.

Business Centre

We have desktops at the administration office available for your use. Any printing requests are available at the reception subject to a surcharge.

Sandalwood Fitness Centre and Swimming Pool

The Sandalwood Fitness Centre and the swimming pool are open daily for use by residents with our compliments from 7am to 6pm. After hours, kindly pick up the key for the Sandalwood Fitness Centre at the Reception and please be sure to return it after use. However, where residents wish to use the facilities for functions or events, prior arrangements must be made with the management at an additional fee.

Linens and Toiletries

Each room is equipped with sufficient towels and bed linen for the maximum number of allowable guests. However, please feel free to contact Reception or Housekeeping for additional towels or linen. Please note that the housekeeping cleaning timings are from 8am to 3pm daily. Laundry and dry cleaning services are also provided at an extra cost as per the laundry list charges provided in the laundry baskets.

For our short term clients, we will provide complimentary toiletries as part of the daily housekeeping.

For our long term guests, we have provided starter toiletries to assist you to get settled in.

Hot Water Heaters

Each apartment has a hot water heater that is to be switched on for hot water supply. In order to assist us conserve electricity, please switch on the hot water heater when needed and switch it off when not needed.

Balconies

The tenant may not at any time, use the balconies or any other exterior premises to hang clothes or other items. Please note that all our apartments are **NON-SMOKING** zones and there is provision for smoking in the balconies and external areas of the restaurant.

*Please note that there is a surcharge penalty of Kshs.2,000/- for smoking in the apartments.

Please ensure you close the balcony door when you leave the apartment as there are monkeys/baboons in the surrounding vicinity. Please do not feed the animals.

Internet

We provide free high speed (10Mbps) internet access (Wireless & LAN) with security access codes available from the Reception.

All the apartments are wired for high speed internet access through the wall-mounted data ports in either the living rooms or in the bedrooms.

The public spaces, lobbies and lounges, have wireless connectivity.

The password for the wireless internet is **heri7**

Television

The television sets in your room are tuned to local channels and select international channels from the DStv bouquet.

In-Room Safes

Instruction sheets for the in-room safes are placed above each safe in the closet. In case of any difficulties, please contact Reception for assistance. Kindly store all valuables monetary or otherwise in the safes and keep them locked. Management will not be liable for any lost items.

Telephones

The in-room telephones are to be used to make internal calls only. Local and international calls can only be made at the reception desk.

The following are extensions that you may find useful during your stay with us:

100 – Reception	119 – Palm Café Restaurant
118 – Managers’ Office	200 – Security Main Gate

Apartment access

Please note that upon check in we provide you with an electronic key card for the apartment door. We can provide extra key cards for additional guests in a particular apartment. Upon check out kindly surrender the key card at the reception.

*Please note that there is a surcharge penalty of Kshs.1,000/- per card for any lost card.

Additional Equipment

The following equipment is available upon request at no additional fee to be used on a daily basis and may be borrowed from the Reception upon availability:

- Blow drier
- Iron and ironing board
- DVD Player

Maintenance and Alterations

The apartments have been completed to a very high specification. All residents are required to maintain their apartments and the exterior in good order and condition. No alterations will be allowed to the interior, exterior and balcony as this will alter the outer appearance of the scheme.

Nuisance Neighbours

If your neighbours consistently break the rules by making too much noise or being a nuisance in some other way, you should report them to the Manager and appropriate action will be undertaken.

Abandoned Items

The Manager will remove any goods left in the common areas or vehicles parked without their consent or abandoned on the common property. Such removal will be at the risk and expense of the owner of the vehicle.

Parking

There are sufficient parking spaces for the apartments and for visitors to the apartment complex. Residents are requested to register their vehicles and obtain a vehicle pass from the reception.

Residents are requested to be particularly observant when entering or leaving the complex late at night or early in the morning because of the noise that is generated by vehicle engines.

Staff Service

Heri Heights Serviced Apartments are staffed by a team of guest service agents that are available to assist you 24 hours a day.

The Manager will furnish all tenants with a copy of these residency conditions.

Please note that the manager reserves the right to evict a tenant who is guilty of persistent and intentional breach of the rules.

Value Added Services

The following services are available at an additional fee:

- Laundry and dry cleaning services - please refer to the laundry price list included in this information folder
- Grocery shopping

- Telephone airtime credit (please use the machine at the restaurant to purchase credit).
- Taxi Services

We have a dedicated team of taxi drivers available on call. Our Front Desk Agents will be happy to reserve any airport transfers or to arrange for taxi services in and around Nairobi. You will be advised of the cost before you commence your journey.

Mode of payment

Please note that we accept cash and all major credit cards including; MasterCard, VISA, American Express and Maestro.

Security

No visitors (non-residents) will be allowed into the property after 6pm without security clearance (security team) and guest approval (front office/ reception team).

All visitors after 6pm will be escorted by the night guard to the in-house guest apartment and handed over to the in-house guest as confirmation of the visit.

Fire and Life Safety Emergency

The facility is fitted with a variety of fire-fighting equipment in the apartments and public areas. There is fire hose reel and a fire extinguisher located on every floor.

In case of fire, please exit the apartment/ building by following the fire exit signs to the nearest fire assembly point (upper parking level). We have placed emergency exit plans in each apartment. Kindly review the plan to be familiar with the closest escape routes in the unfortunate event of an emergency evacuation. Please alert the reception staff as soon as possible.

We are a community and the management believes that these conditions will enable us to manage the Heri Heights Serviced Apartments well for the benefit of all in-house residents. We therefore encourage adherence to these conditions. The management company reserves the right to amend, delete or add to the conditions as the situations arise.

We trust you will have a memorable stay with us.

Emergency Services

Medical Emergency

Please contact the Reception immediately if you are feeling unwell. We may be able to arrange for a doctor for advice. In case of serious illnesses, we can arrange transport to the following major hospitals:

The Nairobi Hospital

Physical Address

Argwings Kodhek Road
P.O. Box 30026 - 00100
Nairobi, Kenya

E-mail

hosp@nairobihospital.org
hosp@nbihosp.org

Telephone

+254(020)2845000
+254(020)2846000
+254(020)352101

Mobile Lines

0722 204114, 0722 204115
0733 639301, 0733 639302

Aga Khan University Hospital

Physical Address

3rd Parklands Avenue
2025
3662031
P.O. Box 30270-00100 Nairobi
Email: akhn@akhkenya.org

Accident and Emergency

Adult Casualty Main Tel: (020) 366
Paediatrics Casualty Tel: (020)
Fax: 020 374 6309, 374 0729

GUEST MEMO

RE: Help preserve our environment

Dear Resident,

In an effort to save the environment, we are embarking on a 'green' campaign to preserve our water and energy resources starting right here at Heri Heights and we request for your assistance. Kindly consider helping us preserve our environment's natural resources.

Please note that every day hospitality establishments like Heri Heights consume millions of gallons of water that are used to wash bed linen that has been used only once. In this regard, we launder your bed linen every alternate day i.e. every other day. This will ultimately reduce our water usage for laundering hence preserve water consumption by half the daily usage. However if the bed linen is soiled/ dirty, we will clean it regardless of the routine.

In addition, we request all our guests to switch off all electrical appliances when not in use including the water heater and light switches.

I do hope this is fully understandable and that your cooperation will be mutual.

Once again, thank you for assistance to 'Save our Planet'

Kind regards,

William Ndoto



General Manager

In Room DSTV Bouquet

SUPER SPORT 2

CCTV 9

CNN

SUPERSPORT 6

SUPERSPORT 7

MNET 101

SKY NEWS

SUPERSPORT 9

BLITZ

KISS

K24

SUPER SPORT 3

M ROMANCE

SUPER SPORT 1

KBC

BBC

M ACTION

M PREMIER

M SHOWCASE

ALJAZEERA

SUPER SPORT 5

TV5 MONDE

M FAMILY

DSTV CHANNEL LIST

