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## WIFI

Wifi is available for free throughout the hotel. Simply connect to StayKind and enter the password "StayHumble".

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## PAYMENTS

We're 100% cashless! Please take note that we only accept credit and debit cards, and MPESA, at all venues throughout the hotel.

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## WATER

Boxo Diani uses a complex reverse osmosis system, and then an additional filtration system to turn borehole water into drinking water. Rest assured that the water is frequently tested to ensure its safety. Water will be refilled in your in-room polycarbonate bottles during the house keeping service, but if you run out and need more, just ask us for some!

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## COMMUNICATION

You'll notice we're one of the only hotels in Kenya without landlines. You can contact us at anytime via WhatsApp. Our WhatsApp number is +254782100100. If there's an emergency, please don't hesitate to call the police, ambulance, or fire department on 999.

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## HOURS OF OPERATION

Our receptionist will be present from 7AM to 11PM. Munchboxes, our hotel's signature complimentary breakfast snack, will be available from 7AM to 9AM. After that, you can order from the FatFats all day menu between 10AM and 10PM.

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## CLEANING SCHEDULE

We're trying to be as environmentally friendly as possible, so we'll only service your room every three days. You can message us on WhatsApp if you need an extra service, however, this will be charged at 500 KES.

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## SMOKING

Our rooms at Boxo Diani are strictly non-smoking. You're free to smoke in the designated smoking area in the courtyard. If the housekeeping notice a smoking smell stain in the room, we'll have no choice but to fine you a 200 USD deep cleaning fee.

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## NOISE

We want you to have fun, but we don't want you to disturb other guests who are trying to get some peace and quiet, so please refrain from playing loud music and talking too loudly in the courtyard, especially during our quiet hours of 10PM to 8AM.

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## DAMAGE TO PROPERTY

We ask that you respect our property and art at all times throughout your stay. If you break something by accident, just let us know. Any damage caused by misuse or negligence will be fined at the value of the damage caused, and will be charged at the discretion of the management.

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## **GUESTS**

Unfortunately, external guests are not allowed in our rooms and in our pool, and are only allowed in the restaurant during restaurant opening hours. We recommend you to make a reservation in advance to avoid any disappointment, so that you and your guests are guaranteed a table.

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## **CHILDREN**

Boxo allows for children but may not be able to guarantee specific child-friendly equipment. We'll do our best to accommodate any requests! Minors should always be under adult supervision.

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## **IN ROOM PRODUCTS**

All in room and common area amenities, such as soap dispensers, water bottles, board games, Ipads, speakers etc belong to the hotel and are not for purchase. They must remain in their place upon your check-out to avoid charges to your bill.