



Welcome to this  
Kevinya apartment:

House rules and recommendations



[www.kevinya.com](http://www.kevinya.com)



# Welcome to this Kevinya apartment

Dear guest,

We are happy, that you have chosen to stay with us, and we will do our best to make your accommodation as pleasant as possible.

For the sake of your stay and the stay of future guests, there are a few house rules we kindly require you to adhere to plus some recommendations, that we hope you will consider too.

Also kindly remember, that this is somebody's home, so please treat the place accordingly.

If you have any questions or comments regarding your stay, please do not hesitate to contact us.

You can write to us at **contact@kevinya.com** or you can visit us at **www.kevinya.com**.

Best regards,

The Kevinya Team

# Smoking is NOT allowed

Please be aware, that this is a non-smoking apartment, and that smoking is NOT allowed.

An excessive service fee for cleaning will be added to your stay, if you violate this rule (and we will cancel your remaining stay).

You can use a vapour, if you do it outside, meaning on the balcony or in the parking area.



# Animals are not allowed

Please be aware, that animals are not allowed in this apartment.

Should you have the need for a service animal present, please notify the host prior to doing so.



# Parties and events are not allowed

Please be aware, that parties and events are not accepted in the building complex.

Families with children are living here, so noise curfew must be adhered to, and any guidance or instructions from security and caretakers must be adhered to.



# Illegal substances are not allowed

Please be aware, that illegal substances are not allowed in this apartment.

Security WILL report any sighting of illegal substances or illegal activities to the police.



## Not suitable for infants and small children

Please be aware, that this apartment is not babyproofed and does not contain any safeguards to protect infants and small children.

Furthermore, no furniture or equipment for infants and small children is available - e.g., there are no high chairs.

Bringing infants and small children to this apartment is done entirely at your own risk.



# Not suitable for disabled persons

Please be aware, that this apartment is not suitable for disabled persons.

The apartment is located on the 3rd floor, and there is no lift available.

Furthermore, the apartment - e.g., toilet and shower - is not built disability accessible.



# How to keep the indoor environment easy to handle

If you want to keep the indoor environment easy to handle, especially keeping the temperature down, we recommend the following:

- Keep the curtains drawn according to sunrise and sunset, e.g., by doing the following:
- In the morning, keep the curtains drawn in the master bedroom and in the living room. That way the sun does not heat up the rooms too much.
- In the afternoon, keep the curtains drawn in the kitchen and guest bedroom. That way the sun does not heat up the rooms too much.
- At night, keep the ceiling fan in the bedroom running at low speed, so it does not disturb your sleep, but still keeps the air flowing.



# When you use water

Although the tap water is delivered by Kenya Water and Sanitation and is claimed to be clean, we recommend the following regarding water usage:

- You can use tap water for showering (but not brushing teeth).
- You can use tap water for cleaning and washing your clothes.
- You should NOT drink the tap water or brush your teeth in it (purchase bottled water for this instead).
- You should NOT cook using the tap water (use bottled water instead).

You can have water delivered to  
your door by Gralima Springs:  
Just call (0) 759 498 836



# Phone usage and payment options

If you are not a local resident or regular visitor to Kenya, we recommend the following regarding phone usage and payment options:

- You have dedicated Wi-Fi available in the apartment, but data on foreign mobile subscriptions are very expensive in Kenya.
- Visit a Safaricom shop (there is one in City Mall) and get a local sim card and subscription. Bring your passport (not a soft copy).
- If you get a Safaricom subscription, ask the staff to help you set up a M-Pesa account afterwards.
- M-Pesa is a local mobile payment service. Many shops and restaurants accept credit cards (but be aware of bank fees), and you can of course withdraw cash in the ATM. But if you do not wish to carry around too much cash, the M-Pesa service is a great alternative.



# Food and restaurants

We have a few recommendations regarding food and restaurants for you:

- The apartment has a big and open-spaced kitchen for creating a delicious meal for you and your guests. It is fully equipped with gas stove, oven, toaster/grill, kettle, fridge and kitchenware.
- Also, a wide range of restaurants deliver to your doorstep. Feel free to request recommendations or check Glovo, Uber Eats or Bolt Food app.
- With Glovo app, you even have basic groceries delivered to your doorstep.
- There are many fine restaurants in Mombasa and the Nyali area. We recommend some of them on our website **kevinya.com**.



# Cleaning and neatness

Kindly remember the following:

- The apartment is completely cleaned and sanitised/disinfected before your arrival.
- If you stay for a longer period, a weekly cleaning will be carried out during your stay.
- Extra cleaning and housekeeping can be arranged for a service charge/fee.
- We kindly ask you to do your dishes and keep the kitchen neat. This helps to avoid any unwanted odour or insects.
- We kindly ask you to take out the trash and keep the lid closed on the bin. This helps to avoid any unwanted odour or insects.
- Please do not eat or drink in the bedrooms.

Also:

- If the power meter is running low, please inform the host, so that more credits can be purchased (within reasonable limits).
- If gas is running low, please inform the host, so that a new supply can be delivered.
- If anything is broken or not working, please contact the host immediately, so that it can be fixed.

# Apartment and furniture

Kindly remember the following:

- Please respect the noise curfew and please respect the neighbours.
- If you have visitors (even the housekeeper or Glovo delivery) you will be asked by security to verify that you are expecting them (just go out on the balcony and give a thumbs up).
- Please take extra care of your keys. If you lose a key, you will be charged for replacing both the lock and the key(s).
- Please take care of the furniture and interior. You will be charged for any damages and anything that needs to be replaced (e.g., kitchenware).
- Please do not rearrange the furniture.

