

# AYA Hotel Addis Ababa - Terms and Conditions

## 1. General Policies

- **Pricing & Availability:** Offers, including availability and pricing, are subject to change without prior notice.
- **Check-in/Check-out:**
  - Check-in: **14:00 hrs** | Check-out: **12:00 noon**.
  - Early check-in & Late check-out are subject to availability and incur 50% of one night's room charge. (contact Front Desk).
- **Identification Requirement:** A valid **ID/Passport copy** is mandatory for **all occupants**, including room sharers.
- **Payment Policy:**
  - Guests must settle all charges once they reach **20,000 ETB** (unless covered by a company payment letter).
  - An advance payment is required for the **entire stay** (exceptions: guests with a guaranty letter).
- **Early Departure Fee:** Guests leaving before their scheduled departure date may incur a fee.
- **Non-Cancellable Bookings:** Guests with non-refundable reservations are liable for the **full booking duration**.

## 2. Security & Safety

- **CCTV Surveillance:** **62 cameras** cover the premises (footage stored for **1 month**).
- **Security Personnel:** **35 on-site guards** operate **24/7**.
- **Access Control:**
  - Entry/exit gates (front & rear) are managed by security.

- Only **registered guests** with a valid ID can request replacement key cards.
- **Parking:** available on site.
- **Proximity Key Card:** **\$6 USD fee** for lost/damaged cards.

### 3. Guest Room Policies

- **Housekeeping:**
  - **Standard service every 3rd day** (guests may request daily cleaning via the Front Desk).
  - Periodic **safety checks** will still occur.
- **Valuables:** Use the **in-room safe**; the hotel is **not liable** for lost/damaged items.
- **Smoking:** Prohibited in rooms (per **EPHI Regulation No. 299/2013**).
- **Visitor Policy:**
  - **Opposite-gender guests/visitors** must provide a **marriage certificate** or proof of familial relationship.
  - **Visitors are not permitted in guest rooms after 10:00 PM for the comfort and security of all our guests.**
- **Children:**
  - **1st child (0–6 years):** Free in parent's room.
  - **2nd child (6–12 years):** 50% of half-twin rate.
  - **Over 12 years:** Charged as a **triple room** (includes meal plan).
- **High-Touch Surfaces:** Sanitized and labeled with **"cleaned" stickers**.

### 4. Hygiene & Health Measures

- **Guest Amenities:** Welcome pack includes **hand sanitizer** and a **disposable mask**.
- **Staff Protocols:**
  - **Masks/gloves** are discarded after cleaning each room.

- Separate **clean/soiled teams** to reduce contamination.
- **Food & Beverage:**
  - **No outside food/drinks** (except for apartment bookings).
  - **QR-code menus** or sanitized PVC-covered menus are provided.
  - **Hostess-assisted** seating for distancing.

## 5. Facilities & Services

### Fitness Center

- Open **12 hours/day** with enhanced cleaning.
- A dedicated attendant ensures equipment sanitation and distancing.

### Engineering & IT

- **Backup Power:**
  - Generator runs for **2 days** (25,000L diesel on-site).
- **Water Supply: 400m<sup>3</sup> backup** (3-day capacity).
- **WiFi:**
  - **100 Mbps fiber optic** (upgradable for a fee).
  - **2 Mbps per room.**
- **Entertainment:** Satellite TV in all rooms.

### Dining

- **Hygiene Manager:** Enforces strict cleanliness standards.
- **Chef:** Experienced in-house chef covering multiple cuisines.

## 6. Restrictions

- **Alcohol:** Not served to promote health-conscious choices.
- **Pets:** Not allowed on the premises.

- **Property Damage:** Guests are liable for **loss/damage** caused by themselves or their visitors.
  - **Taxes:** All rooms are subject to **10% SRC + 15% VAT**.
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