

## FAQS

### ACCOMODATION

**Q. What types of tented suites do you have?**

A. We have 3 different types of Luxury Tented Suites: 14 Luxury Tented Suites, 2 two bedroom Family Luxury Tented Suites and 1 Presidential Suite.

**Q. How many people can be accommodated in each tent?**

A. Up to 3 people for the Luxury Tented Suites  
Up to 4 in the 2 two bedroom Tented Suites  
Up to 3 in the Finch Hattons Suite

**Q. Is the camp fenced?**

A. No.

**Q. What will I find inside my tent?**

A. Inside your tent you will find a king size bed or twin beds, maxi bar with tea and coffee making facilities, towels, locally sourced amenities, slippers, gown, extra blankets, a dressing area with a double vanity, a desk and chair, fan, flash light, telephone to call other rooms and the reception should you need anything.

**Q. Can I hire the lodge exclusively?**

A. Yes, you can. Pricing is available on request.

**Q. Do you have amenities for clients with disabilities?**

A. One of our two bedroomed family luxury tents is an ambulant tent and equipped with ramps and no stairs for easier access.

**Q. Do you offer laundry services?**

A. Services are available on a daily basis and included in the All Inclusive package. Dry cleaning services are also available at an additional cost.

**Q. Do you allow alcohol from outside at your camp?**

A. No, we do not.

**Q. Do you have bathrooms outside or inside the tent?**

A. All the tents are ensuite with indoor & outdoor showers and freestanding copper bathtubs.

**Q. Are all dietary requirements catered for?**

A. Yes, please let us know in advance what your requirements are.

## OUR CAMP

**Q. Do you have check in and check out times?**

A. Check in time is 12h00 and check out time is 10.00am. Should you need a late check out, kindly ask the front office the night before you leave and we will try to organize a late check out if possible.

**Q. Do you have a gift shop available at your camp?**

A. Yes, there is a gift shop.

**Q. Are pets are allowed?**

A. No pets are allowed.

**Q. Is Internet available at the camp?**

A. Wireless Internet is included in the price and provided throughout the camp.

**Q. Do you have a trained medical nurse in the camp?**

A. Our staff are trained first aid responders until professional medics arrive.

**Q. Is there a hospital nearby in case of an emergency?**

A. The nearest hospital is located at Mtito Andei, which is approximately an hour and a half drive.

**Q. Is there electricity or solar energy available at the camp? Is electricity available 24 hours a day?**

A. We use generator backed electricity which is normally switched off at night and during the day when guests are out on game drives.

**Q. What languages are spoken at your camp?**

A. English and Swahili.

## RATES & PACKAGES

**Q. What is included in the rate?**

A. We have two rate types:

**Full board:** Accommodation, all meals, complimentary wireless throughout camp, one shared game drive per day

**All inclusive:** Accommodation, all meals, park fees (excluding when booked on exclusive use), return Finch Hattons airstrip transfers, scheduled activities (including game drives, yoga and sundowners), use of spa (excluding treatments), Laundry and all drinks (excluding premium wines and spirits).

**Q. What is excluded in the rate?**

- A. Air transfers, insurance, spa treatments & optional activities for the **All Inclusive Package**.  
Park fees, all beverages, spa treatments, personal expenses, travel insurance & gratuities and additional activities for the **Full Board Package**.
- Q. What are the charges for children sharing and in their own suite?**
- A. Children between 6 – 12 years pay 50% of the adult rate when sharing with 2 adults. Children in their own suite pay 75% of the adult rate.
- Q. What age do you recommend children start using their own suite?**
- 6 years & older.
- Q. Are there any special packages being offered?**
- A. Yes, we have packages for both our resident and non-resident guests. For more information, please contact reservations (reservations@finchhattons.com).

## VISIT

**Q. What is the exact distance to the camp from Nairobi/Mombasa**

**A. ROUTE 1**

Nairobi - Mtito Andei (A109) - 220km

Mtito Andei - Finch Hattons - 62kms

**ROUTE 2**

Mombasa - Mtito Andei (A109) – 239kms

Mtito Andei - Finch Hattons - 62kms

**ROUTE 3**

Nairobi - Emali (A109) - 124km

Emali - Loitoktok (C102) - 96km

Loitoktok - Finch Hattons (C103) - 62km

**Q. How many hours does it take to get to the camp and what is the condition of the road?**

- A. It takes about 5 hours to the camp by road. The road from Nairobi to Mtito Andei is a tarmacked road and from Mtito Andei to the camp it is a murrum (hard gravel or softer earth embedded with small stones) road.

**Q. Are there any restrictions at the camp e.g. are children allowed. What activities do you provide for them?**

- A. Children under 6 years of age are not allowed. Your child may join the young explorers club which offers activities such as bush survival skills, guided safari walks, cooking classes etc.

**Q. How do I arrange transport to and from the lodge? Do you offer any packages?**

- A. We can organize transport to and from the camp on your behalf.

Yes, our ground packages include accommodation, transport, game drives and park fees. Please note we charge \$ 200 for transfers from Mtito Andei to Camp and back.

**Q. Where is the Finch Hattons airstrip?**

A. It is 4.2 kms from the camp and the coordinates are 2°57 South and 37°55 East.

**Q. What airlines fly to the airstrip?**

A. Private charter flights, helicopters and scheduled flights are available from Nairobi Wilson Airport to Finch Hattons Airstrip. On a scheduled basis, Safarilink operates daily flights to the airstrip.

**Q. When is the best time to visit the camp?**

A. Tsavo is a year round destination and game is visible throughout the year.

**Q. What is the time zone at the camp?**

A. GMT+3

**Q. What should I pack for my visit to the camp?**

A. It is advisable to pack light clothing for the day as it gets warm and humid. A fleece or sweater for early morning game drives as well as in the evening is recommended as it can get chilly. Sunglasses, sunscreen, insect repellent and a hat are also highly recommended.

**Q. What are the GPRS coordinates?**

A. -2854238, 37.918283

## ACTIVITIES

**Q. Do you have conference facilities?**

A. Yes, we do. Please contact us at [reservations@finchhattons.com](mailto:reservations@finchhattons.com)

**Q. What activities do you provide at the camp?**

A. We have morning and afternoon game drives (night game drives are available on request and at an additional cost), guided bush walks, bush breakfasts, sundowners, bird watching, spa and wellness centre and children's activities. We also have full day excursions to Amboseli, Chyulu Hills, and Mzima Springs including Chaimu Crater, Roaring Rocks and Shetani Lava. Please ask for the camp Manager's Recommendations for the full list of activities.

**Q. What game can we see?**

A. The famous Red elephants of Tsavo, Buffalo, lions, leopards, rhinos (in a sanctuary), Hunter's hartebeest, several species of shrew and rat, Grevy's zebra, giraffe, Thomson's gazelle, gerenuk, Oryx, hippo, bush buck, waterbuck, lesser kudu among others.

**Q. When is the bird migration?**

A. The best months for birdwatchers to see migratory birds are from November through to January.

**Q. What birds can we see in the area?**

A. There are over 500 species that have been recorded in the park and approximately over 200 can be spotted at the camp including African skimmers, red and yellow Bishops, Goshawks, Buffalo weavers and Palm nut vultures, to name a few. The swamps on Lake Jipe and the acacia woodlands also attract many birds including Ostriches, Kestrels, Buzzards, Starlings, Weavers, Kingfishers, Hornbills, Secretary birds and Herons.

**Q. What is the best time to do game drives?**

A. The best times to view the park's animals are early in the morning and late in the day.

**Q. Do you have a spa wellness centre?**

A. There are 2 spa treatment rooms, hammam, swimming pool, gym and yoga pavilion. (Additional charges apply for spa treatments and massages). These can be booked in advance or on arrival.

**Q. Can I hire a game drive vehicle privately?**

A. Yes, you can at an extra charge of USD\$500 for the exclusive use of a vehicle per day.

## **PAYMENT & CANCELLATION POLICY**

**Q. Can payment deposits be made online?**

A. Yes, you can pay by credit card using an online link that will be shared by the Reservations Team.

Alternatively, you can make payment into the following bank account:

A/C Name: FUTURE HOTELS LTD

Bank Name: Stanbic Bank

A/C No (USD): 0100003714912

A/C No (KES): 0100003714904

Branch: Chiromo Road

Proof of payment must be sent to [reservations@finchhattons.com](mailto:reservations@finchhattons.com)

**Q. What is the required percentage payment to firm up a booking?**

A. Bookings will only be confirmed upon receipt of a 30% deposit. The balance is payable 45 days prior to arrival. Provisional bookings will be held for a maximum of 14 days.

**Q. What is the Cancellation Policy?**

- A. For bookings cancelled more than 120 days prior to arrival, the deposit will be refunded net of bank charges.  
Cancellations made:
- between 120 - 60 days prior to arrival, 20% of the full value will be forfeited.
  - between 59 - 31 days prior to arrival, 50% of the full value will be forfeited.
  - Less than 30 days prior to arrival and in case of no-shows, 100% of the full value will be forfeited.
- Park fees will be refunded in full regardless of when the cancellation is made.

**Q. Do you accept foreign currencies and visa card payments?**

- A. We accept USD, Euros, GBP but change is given in Kenya Shillings. We also accept the following cards: Visa, American Express and MasterCard.

**Q. What other terms and conditions apply?**

- A. All bookings are subject to availability as well as early check-in and late check-out.

**Q. What currency do you use at the camp?**

- A. USD & Kenya Shilling.

**Q. Are there any park fees payable at the camp?**

- A. We are located inside the Kenya Wildlife Service Park and the charges are USD\$52 per person per night for non-residents and Ksh 1,035 per night for Kenyan residents.

## **OTHER**

**Q. Do you have flying doctor's services available?**

- A. AMREF, the flying doctors organization based in Nairobi, provides air evacuation services in medical emergencies across East Africa, as well as air ambulance transfers between medical facilities. Their planes, some fitted with an operating theatre and resuscitation room, fly you back to Nairobi to a modern, efficient private hospital. You are required to subscribe to their insurance for these facilities to take effect: it costs very little and for those that already have travel or health insurance, we advise one double checks what is included in the existing policy as air evacuation may not be covered. Please note that air evacuations can not take place after 5pm local time, as flights are prohibited from taking off after this time as a Government regulation. This is not within the control of the Camp.  
To buy AMREF insurance please visit [www.flydoc.org](http://www.flydoc.org)

**Q. Do you offer insurance?**

- A. No, we recommend you buy travel insurance from your travel agent

**Q. Are clients allowed to tip?**

A. Tipping is at your own discretion. There is a Tip Box at the Reception and any tips are evenly distributed to all members of staff. Should you wish to give a special mention or a tip to a particular person, please give it to the management to hand over to them or the member of staff directly.

**Q. Do you do wake up calls to clients?**

A. Yes we do. Clients can request a wake up call from the Front Office and our staff will also check with you every evening if you would like a wakeup call.

**Q. What are the visa requirements?**

A. Most visitors to Kenya need a visa to enter the country and this can be obtained on arrival at the airport at a cost of USD\$50 (please confirm this cost as this may change). Please check if a visa is required prior to arrival. Please also note that you should have this amount ready on arrival. Visitor's passports have to be valid for at least 6 months and have 2 blank pages. You can also apply online on this link <http://evisa.go.ke/evisa.html>

**Q. Can we contract Malaria in your camp?**

A. We have not had any reports of our guests contracting malaria in over 28 years of operation. Please note we do take the necessary precautions. We spray the rooms during turn down service and also provide an insect repellent in the room. Keeping your tent doors closed, especially in the evenings and when the lights are on will reduce the number of mosquitoes in your tent.

**Q. What are the temperatures at the camp?**

A. Temperatures stay at a pleasant 27-31C (81-88F) during the day and 22-24C (72-75F) at night all year round.

**Q. Does the camp have cell phone signal?**

A. Yes, we have a strong signal for most service providers. We also have WIFI throughout the camp

**Q. Do you have babysitting services?**

A. No, we currently do not provide a babysitting service as we only cater for children aged 6 years and older