



*Comfort and Convenience at
...the Only One!*

GENERAL INFORMATION

KARIBU EKA HOTEL

Dear Guest,

It is a great pleasure to welcome you to the Eka Hotel Nairobi, we look forward to making your stay a memorable and enjoyable experience.

As our guest at your "home away from home", we like to ensure that all our services exceed your expectation, hence if there is anything we can do to make your stay more comfortable or memorable please do not hesitate to contact our guest relation officer.

Enjoy our many culinary offers.

GALAXY Restaurant

Situated at the ground floor, the Galaxy restaurant serves a large variety of international specialties, African fusion cuisine and a wide selection of wines, spirits, beers and soft-drinks for lunch and dinner.

GALAXY Bar & Decking

Unwind after an exiting day in Nairobi, whether for business, leisure or both, GALAXY Bar & Decking is the ideal place to let the day run out with a large selection of international wines, cocktails, beers, spirits and soft drinks.

COFFEE SHOP

Get your "daily grind" at our coffee shop, located next to the reception desk on the ground floor where you can enjoy one of the many coffee and tea varieties combined with selected pastries, cakes and dessert.

EKA WELLNESS

Treat yourself to a relaxing massage at our Wellness Centre, traditional massages, manicures, pedicures and much more is available from 10:00 to 20:00, entrance located at the pool side.

Visit www.ekahotel.com for more information.

We take this opportunity to thank you for choosing Eka Hotel as your preferred destination in Nairobi and wish you a memorable stay.

Welcome to Eka Hotel Nairobi

The Eka Family

SAMCO HOLDINGS LTD, Trading as Eka Hotel

PO Box 27695 - 00506, Mombasa Road, Nairobi, Kenya

Tel: +254 719 045 000 Email: info@ekahotel.com Url: www.ekahotel.com



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CONTACTS & CATERING

Welcome to EKA Hotel Nairobi

The EKA Hotel Nairobi is the apex of deluxe hospitality and offers international comfort and standards combined with local charm.

Our services and facilities make us the perfect hospitality destination in Nairobi for FIT, group travelers, banqueting, functions and events.

Please note that our check-out time is 10:00am. Late check-out is available on request and subject to availability. Please contact the Reception at 500 | 600.

Telephone Information

Front Desk _____ Dial 500 | 600
To call another guest _____ Dial room number
To place a local call _____ Dial 9 and the number
(Calls are charged directly to your room)
Place a long-distance call _____ Dial 9 + 000 + the number
(billed to your room)

Television Information

The EKA Hotel Nairobi, offers a variety of international, regional and local TV channels for your entertainment and information. International News, Live Sports Events, Infotainment and more, please refer to the detailed TV guide for channel selection.

Mini Bar

Our mini bar can be stocked upon request with various items for your refreshment and enjoyment, please do not hesitate to contact room service should you require re-stocking.
Bar / Restaurant _____ Dial 547 / 542

In House Phone Numbers

Operator _____ Dial 0
Concierge _____ Dial 548
Guest Relations _____ Dial 514
Reservations _____ Dial 508 | 509 | 510
Assistant General Manager _____ Dial 540
General Manager _____ Dial 501

Sundry Services

Baby Sitting Service _____ Dial 500 | 600
Shoe Shine Service _____ Dial 562 | 561
Please note that Baby Sitting Service will carry an additional charge, billed directly to your room.

Restaurant and Lounge

Enjoy international specialties, wines, cocktails, Liquors and Coffee varieties.

Breakfast _____ 6:30am to 10:30am
AM Snacks _____ 10:30am to 12:30pm
Lunch _____ 12:30pm to 3:00pm
PM Snacks _____ 03:00pm to 06:30pm
Dinner _____ 6:30pm to 11:00pm
Reservations or room service _____ Dial 542

Breakfast

Breakfast is served from 06:30am to 10:30am at the main restaurant located at the ground level, should you require early breakfast please dial _____ Dial 542

Express Breakfast is available daily from 00:00

Breakfast is served from 06:30am to 10:30am at our main restaurant "Galaxy", should you require an earlier breakfast, a continental breakfast can be arranged by contacting the reception the night before, alternatively there will be coffee, tea and pastries available.

"Galaxy" Restaurant

"Galaxy" restaurant, serving international breakfast buffet, international and local cuisine, snacks, vegetarian delights, Asian specialties, and an assortment of wines and beverages.

Open 24 hours.

For information _____ Dial 542

"Coffee Shop"

Relax while enjoying one of our many coffee specialties prepared by our skilled barista combined with freshly baked selection of pastries and muffins. Conveniently located at the ground level adjacent to the business center and front office desk.

Open from 07:00am to 11:00pm.

For information _____ Dial 545

"Galaxy Bar"

Wind down at our signature bar after an exciting day in Nairobi, enjoy one of our many cocktails, mocktails and signature drinks as well as high end liquors in a relaxed and inspiring atmosphere. Our bar is located at the first floor near the elevator.

Open from 11:00am to 11:00pm, weekends till midnight.

For information _____ Dial 547

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FACILITIES, AMENITIES & EMERGENCIES

Wellness Centre

The in house wellness center is located on the lower ground floor (Ivy wing) at the end of the corridor and offers a variety of massages, manicures, pedicure and much more.

Business Centre

The business center provides easy access to workstations and internet and is located at the ground level next to the conference area and provides easy access to the internet and all your secretarial needs.

Room Service

For those who prefer the privacy and convenience of dining in their room, we offer 24 hour room service menu from the Galaxy Restaurant. The Spur Restaurant also offers room service menu from 11:00am until 11:00pm.

Bottled Water

For your convenience we provide two complimentary bottled water in your room. Please note that our tap water is treated but we recommend you use the bottled water for consumption.

Coffee and Tea Making Facilities

Free of charge coffee and tea making facilities are provided in all our guest rooms.

Complimentary Toiletries and Amenities

For your convenience complimentary toiletries are available in your bathroom. We also have additional duvets, pillows, soap, shampoo, towels, face cloths for the guest room, clothes hangers, irons, ironing boards, baby cot etc. and similar items available at no additional cost 24 hours per day. _____ Dial 561

Bathrobes and Slippers

Bathrobes and slippers are available for your comfort in your room and are available 24 hours per day.

Credit Cards

We gladly accept Visa Card, Master Card, American Express and Union Pay.

Electrical Outlets

All electric outlets in your room are off when your room card (key) is not inserted in the control box. If you would like an additional card/key so that you may charge any appliances Dial 500 | 600

Hairdryer

Hair dryers are provided in each guest room.

Gym & Swimming Pool

Guests staying in the hotel have exclusive access to these facilities.

Emergency, Fire and Medical

For medical emergencies _____ Dial 500 | 600 | 0
Ambulance Services (Red Cross) _____ Dial 0722-206 958
Police (Tourist Police Unit) _____ Dial 020-2727899
Fire Brigade _____ Dial 020-2222181

Emergency Procedures

For any emergency please dial 500 | 600 | 0 immediately to inform the reception. For additional safety information, please refer to information posted on the back of the door.

Please observe the "No Smoking Signs" at all times.

If you find a fire:

- Sound the Alarm, e.g. by breaking the nearest Fire Alarm Point
- Close the doors against the fire.

If there is smoke in the room, stay close to the floor:

- Call reception and tell them you are in your room.
- Fire doors generally lead to a stairwell. Enter the stairwell and close the door behind you.
- While in public areas of the hotel observe the fire exits.

In case of fire or smoke go to the nearest exit ensuring you stay below the level of smoke and exit out of the building.

- If you can, take your key before exiting.
- Keep calm.

If you hear the fire alarm:

- Take your room key.
- Test doors for heat before opening.
- If hall or corridor is smoke free, exit outside immediately using the nearest exit and proceed to the assembly point located at either side of the hotel.
- Keep calm.
- Do not re-enter the building unless the hotel authorities declared that it is safe to do so.

If you are trapped in your room:

- Turn off the air conditioner
- Fill shower with water.
- Stuff door cracks and vents with moistened towels.
- Remove drapes/curtains/blinds from the windows.
- Have water ready to re-moisten the towels.
- Inform reception of your location.
- Keep calm.

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IN-ROOM SERVICES

Pillow Menu

If you would like to use an alternative pillow than the ones provided kindly contact the housekeeping department on 561.

- White Feather Like Cloth _____ 1200g soft pillow
- White Feather Like Cloth _____ 1200g hard pillow
- Hollow Fiber _____ 600g soft pillow
- Synthetic Anti Allergenic Fiber ___ 750g soft pillow

Concierge

Our concierge desk located on the ground level at the entrance will be delighted to be of assistance.

Reception

The reception is open 24 hours per day, please dial 500 | 600 to contact the reception desk from your room.

Safe Deposit Boxes

It is not recommended to leave valuables in your room and the hotel assumes no liability for valuables not left for safekeeping. You may store your valuables by leaving them at the reception for safe keeping or you may store your valuables by using the safe provided in your room and following the instructions contained thereon.

Air Condition

Your room is equipped with an individually controlled air-condition unit, please adjust the temperature and fan speed to your comfort, in case of a power cut the air condition unit will automatically restart after 3 minutes.

Generator

Unfortunately Nairobi experiences power outages from time to time, therefore the EKA Hotel Nairobi is equipped with back-up generators in case of power failure, please note that the generators will start after a few seconds and all appliances such as lights will go on immediately, the TV, minibar and air condition will restart after approximately 3 minutes.

Lost and Found

For lost and found items, please contact the reception at 500 | 600

Laundry and Dry Cleaning Service

Our in house laundry operates 7 days per week, dry cleaning can be arranged upon request. Dry cleaning and laundry will be returned the following day, should you require express service (return the same day before 05:00pm if collected before 10:00am), please remark the same on the laundry form provided in the room.

Please note that:

The hotel reserves the right to refuse acceptance of any linen without the obligation of disclosing the reason thereof.

Should there be a discrepancy between the guest count and the hotel count, the hotel count shall be regarded as final.

In case of damages caused by the hotel's laundry, the hotel shall be liable to an amount not exceeding 5 times the laundry charges of the item.

The hotel shall not be liable for damages or loss of any kind for dry cleaning items.

The price mentioned on this list is for regular service, express service will attract a 50% surcharge.

The hotel shall not be liable for any items claimed to have been left in the garments.

Laundry collected before 10:am will be returned the same day after 07:00pm, laundry collected after 10:00am will be returned the following day. Express laundry will only be accepted until 12:00noon for return after 05:00pm.

Wake Up Calls

For wake up calls, please contact the reception desk at 500 | 600

EXTRAS & FEEDBACK

Photocopy Service

Photo copy service is available 24 hours per day. Please contact the reception desk _____ 500 | 600

Internet Access, High Speed

Free high speed internet access is available throughout the hotel. Connection instructions: You may access this service by connecting your laptop to the wireless network, turning your laptop on and accessing the internet by the use of your browser. The login site will appear and you will be required to log onto the network, please use the details given by the reception during check in, using the SSID 'ekahotel'.

Should you require a new login password, please contact the reception desk _____ 500 | 600

Ironing and Ironing Board

An iron and ironing board is available free of charge, please contact the Laundry _____ 562

Luggage Assistance and Storage

Luggage assistance is available 24 hours a day by contacting the reception. Please dial _____ 500 | 600

Forgot Something?

Please let a member of staff know if you have forgotten something for the duration of your stay. We would be delighted to assist you to replace any forgotten items. We have toiletries available within the hotel and will be able to assist you for sourcing any other items that you may have forgotten.

We value your opinion

At EKA Hotel we truly care about your experience.

If there is anything we can do to improve your stay, please contact the front desk immediately. After your stay is completed, we would sincerely appreciate you taking a few minutes to share your comments about your experience with us.

We kindly ask you to complete the online survey, which will be sent to you automatically via EMail as it helps us in maintaining our service standards and implement required improvements to ensure the highest guest service level at all times.

Wake Up Calls

For wake up calls, please contact the reception desk 500 | 600

Transfer Services

Should you need Airport Transfer services, please contact the reception or concierge desk _____ 500 | 548



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CONFERRING & ROOMS

Conference Facilities

EKA Hotel Nairobi, features 6 meeting rooms, which are ideal for conferences, meetings and banquets. With a flexible seating, ranging from 15 to 200 pax, EKA Hotel Nairobi is the prime choice for all functions and events, may it be a conference, a business meeting or a formal banquet.

Equipped with modern communication and presentation technology and a dedicated F&B team that will ensure that all your culinary desires are met just as perfect as your meeting requirements.

“Tulipa”: with 2000 square feet and a seating capacity of up to 200 pax, this is the ideal room for meetings and medium to large conferences and functions.

“Rosa & Lilium”: with 460 square feet and a seating capacity of up to 40pax, this is the ideal room for meetings and small to medium conferences and functions.

“Alpinia & Salvia”: with 350 square feet and a boardroom table seating up to 15 pax, it is ideal for smaller conferences and business meetings.

All our conference rooms are equipped with

- LCD Overhead Projector
- Stationary
- Complimentary Drinking Water
- PA System
- Podium (upon request)
- Wireless Microphone (upon request)
- Flip Chart (upon request)



Our Rooms

EKA Hotel Nairobi, features 167 rooms and suites, all equipped with the latest technology for convenience and comfort.

- 43 Superior Twin Rooms
- 4 Superior Triple Rooms
- 2 Superior accessible
- 114 Superior Double Rooms
- 1 Junior Suites
- 3 Executive Suites

Twin Rooms

With 34 square meter, our superior rooms are equipped with flat screen tv, mini bar, hair dryer, safety deposit box, coffee & tea making facilities, wireless internet, IDD telephone.

Triple Rooms

With 34 square meter and are equipped with flat screen tv, mini bar, hair dryer, safety deposit box, coffee & tea making facilities, wireless internet, IDD telephone.

Superior Rooms

A spacious room and a veranda with seating area, our superior rooms are equipped with flat screen tv, mini bar, hair dryer, safety deposit box, coffee & tea making facilities, wireless internet, IDD telephone.

Junior Suites

Our Junior Suites feature all modern amenities plus a living room area and a spacious mini bar as well as iron board, iron box and ironing services upon request. More comfort and luxury is guaranteed.

Executive Suites

Our Executive Suite is the ultimate in luxury option in Nairobi and truly the pride of the Eka Hotel Nairobi, offering all and more.

Accessible Rooms

Specifically designed for our valued customers, these rooms offer all comfort and accessibility as well as enhanced evacuation routes.

WHAT'S AROUND US?

Local Attractions

NAIROBI NATIONAL PARK:

Nairobi National Park, the only park in the world that shares its borders with a capital, a game drive will take you along the roads and various wild animals such as lions, zebras, giraffes, antelopes, etc can be spotted with the magnificent city skyline in the background.

ANIMAL ORPHANAGE:

The Daphne Sheldrick Animal Orphanage was founded to cater for animals orphaned by poachers or accidents and caters for Elephants, Rhinos and other animals.

RAILWAYS GOLF COURSE:

Located approximately 3 kilometers from the EKA Hotel Nairobi lies one of the oldest golf courses in, opened its doors in the early 20th century, the pristine and full 18 hole golf course that is open to the public. Fantastic fairways and perfectly maintained greens await the ambitious player on this challenging 18 hole course.

For more information _____ Dial 548



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ROOM SERVICE MENU

SOUP

<i>Cream of Potato topped with Bacon and Sesame Oil</i>	KES 700
<i>Chicken Broth with Lemon Grass</i>	KES 700
<i>Soup of the day</i>	KES 700

SALAD

Caesar Salad	KES 800
<i>Crispy Lettuce, Bacon, Parmesan Cheese, poached Egg, Croutons, grilled Chicken with Caesar dressing</i>	

Mixed Green Salad	KES 700
<i>Crispy Lettuce, Cucumber, Tomatoes, Avocado with Lemon and Herb Vinaigrette</i>	

CONTINENTAL MAINS

<i>Fish Fillet Meuniere with Lemon Capers and Butter</i>	KES 1,600
<i>Grilled Fish fillet with Parsley Potatoes and Spinach</i>	

Lamb Navarin	KES 1,500
<i>Traditional Lamb Navarin served with green Tagliatelle and Spring Vegetables</i>	

PAN ASIAN

Stir fried Noodles	KSH 1,250
<i>Stir fried Noodles Teriyaki style with Beef and seasonal Vegetables</i>	

Thai Green Chicken curry	KES1,100
<i>With baby Egg Plants, served with fragrant Rice</i>	

BURGERS (Served until 22.00 hours)

Grilled Chicken Burger	KES 1,400
<i>Sesame Burn, Lettuce, Tomatoes, Cheddar Cheese, grilled Chicken served with Cajun Wedges</i>	

Healthy Beef Burger	KES 1,400
<i>Juicy Beef Pattie with Lettuce Tomato and Cheese</i>	

SANDWICHES

Club Sandwich	KES 1,500
<i>With grilled Chicken, Bacon, fried Egg, Tomato, Lettuce on Toasted White or Brown Toast served with crispy Chips</i>	

Cheese Tomato Sandwich	KES 700
<i>On Toasted White or Brown Toast with crispy Chips</i>	

PASTA

Spaghetti Bolognese	KES 1,200
<i>Spaghetti, Beef Ragout and Parmesan Cheese</i>	

Fusilli Tomato Napoli	KES 1,000
<i>Fusilli with Olives, fresh Basil and Plum Tomato Sauce</i>	

Penne Alfredo	KES 1,000
<i>Penne with creamy white Sauce and Parmesan Cheese</i>	

DESSERT

Lemon cheese cake	KES 900
<i>Tasty Crust made complete with Cheese Cake filling</i>	

Fresh fruit platter	KES 800
<i>Carved fresh Fruits with Yoghurt</i>	

** All prices are inclusive of government tax and service charge, and are payable in Kenya Shilling, payment in other accepted currency will be at the prevailing hotel rate.

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ROOM SERVICE BREAKFAST

Take Away Breakfast

If your departure from the hotel is before the usual breakfast time, and you wish to have a take away breakfast for the day of your departure, kindly inform the front office by dialing 500 | 600.

Room Service Breakfast

Should you wish to enjoy your breakfast in the privacy of your room, please do not hesitate to order our continental breakfast on ext. 600.



Room Service Breakfast Menu

Please let us know the items you wish to be delivered for your room service breakfast.

Choice of Egg (2pcs)

Hardboiled | Soft | Scrambled | Omelette

Sausage and Bacon

Beef Sausage | Chicken Sausage | Beef Bacon

Bread and Pastry

Toast bread | Breadroll | Croissant | Danish Pastry

Preserves

Butter | Margarine | Jam | Marmalade | Honey

Fresh Fruits

Fresh Fruit Salad | Fruit Platter

Juice

Mixed Fruit Juice | Orange Juice | Pineapple Juice

Tea & Coffee

*Tea | Coffee | Decaffeinated Coffee | Hot Chocolate | Cappuccino |
Espresso | Cafe Latte
with
Hot Milk | Cold Milk | Soy Milk*

Yoghurt

Plain Yoghurt | Fruit Yoghurt

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TV & MINIBAR

TV Channel Guide

For your convenience and entertainment we provide a vast variety of TV channels in each room, please see the noteworthy channel's list available as follows:

#	CHANNEL	DESCRIPTION	LANGUAGE
0.	Hotel Information Channel	Information	English
1.	CNN	News	English
2.	BBC	News	English
3.	Aljazeera	News	English
4.	TV Monde	Infotainment	French
5.	French 24	Infotainment	French
6.	KBC	Infotainment	English Swahili
7.	KTN	Infotainment	English Swahili
8.	NTV	Infotainment	English Swahili
9.	CITIZEN	Infotainment	English Swahili
10.	National Geographic	Infotainment	English
11.	Super Sport 9 EA	Sports	English
12.	Faith	Religious	English
13.	African Magic	Movies	English
14.	M-Net East	Movies	English
15.	M Smile	Movies	English
16.	Mnet Action	Movies	English
17.	Super Sport 1	Sports	English
18.	Super Sport 2	Sports	English
19.	Super Sport 3	Sports	English
20.	Super Sport 4	Sports	English
21.	Super Sport 5	Sports	English
22.	Super Sport 6	Sports	English
23.	Super Sport 7	Sports	English
24.	Super Sport 9	Sports	English
25.	Hotel Information Channel	Information	English

Should you experience a channel outage or other difficulties with the TV, please inform the reception desk or concierge service by dialing either of the following numbers.

Reception _____ 500 | 600
Concierge _____ 548

Mini Bar

Your room is equipped with a mini bar. If you wish to have your mini bar stocked, please select beverages and snacks of your choice from the Mini bar room service menu provided and call the Galaxy Bar _____ 547

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ENVIRONMENTAL POLICY

MISSION

In tandem with our vision "To acquire the loyalty of our clients by exceeding their expectations in offering comfort, convenience and efficient services." we are committed to continually improving the environmental that we operate in as well as ensuring social sustainability.

Eka Hotel identifies and refines existing policies clearly following the standards, legislation and benchmarking of third-party authorities.

VISION

As we work towards achieving our vision of being the preferred hotel recognized for providing world class affordable hospitality and in order to achieve continuous improvement, we follow the benchmarks set by National Environmental Management Authority (NEMA), the principal instrument of Government for the implementation of all policies relating to environment.

THE POLICY

Eka Hotel recognizes that clean, healthy and safe environment is vital for our success in business and therefore benchmarks the resource consumption to effectively identify current operational performance and take all efforts to reduce the environmental impact caused by the normal operation.

In order to create such a clean, healthy and safe environment, we commit to:

- Incorporate environmental awareness as part of our staff training and ensure everyone is involved with its implementation.
- Work with our suppliers to increase usage of environmentally friendly products and supplies.
- Purchase recycled goods where possible and recycle paper, plastics, cardboard and glass.
- Recycle or re-use old items such as furniture and linen by donating that which is in good condition to charities or organisations where these products can be re-used.
- Rigorously promote energy conservation and reduce energy consumption through controls on water, heating and electrical systems.
- Provide responsible disposal options such as grey water in and around our buildings for use within plant borders, re-processing used vegetable oil and encouraging the use of bio-fuels.
- Install energy saving features during refurbishments, such as low energy lighting wherever feasible.
- Reduce the impact of paper usage by increasing our use of online transmissions and electronic data collection.
- Adopt an environmentally sound transport strategy, encouraging shared transport for staff.
- Share our environmental expectations with our suppliers, partners, contractors and customers and encourage them to adopt sound environmental and sustainable practices, such as reducing the amount of packaging and consolidating deliveries.
- Responsibly source food products and ingredients following seasonal trends and sourcing locally whenever possible to reduce food miles and support the local community.
- Monitoring and review our environmental performance on an ongoing basis.

All staff, contractors, suppliers, guests and visitors shall as applicable share the responsibility of implementing this policy by adhering to the applicable guidelines and taking responsible care when carrying out their activities to avoid misuse of electricity, gas, fuel and water, avoid spillages, avoid unnecessary use paper, avoid offensive emissions, noise and other incidents that would undermine protection of the environment.

This policy shall be reviewed on a regular basis to ensure continuous improvement.

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