

*We're here to help you.*

We have put together a selection of questions and answers to help you plan your ultimate safari, but please contact us if you have any other queries and we'll be happy to help.

*Questions about our camp*

- Q. Are all dietary requirements catered for?**  
A. Yes, please let us know in advance what your requirements are.
- Q. Are pets allowed?**  
A. No pets are allowed.
- Q. Is the camp fenced?**  
A. No.
- Q. Is there electricity or solar energy available at the camp? Is electricity available 24 hours a day?**  
A. We have electricity which is normally switched off at night.
- Q. What languages are spoken at your camp?**  
A. English and Swahili.
- Q. What are the GPRS coordinates?**  
A. -2854238, 37.918283
- Q. Does the camp have cell phone signal?**  
A. Mobile phone reception is clear in most areas.
- Q. Can I hire the lodge exclusively?**  
A. Yes, you can.
- Q. What currency do you use at the camp?**  
A. USD & Kenya Shilling.
- Q. What is the time zone at the camp?**  
A. GMT+3
- Q. Do you have check in and check out times?**  
A. Check in time is 12:00 and check out time is 10:00 but if you need a late check out, kindly ask the front office the night before you leave, and we will try and organise it if possible.

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

A. Yes, there is a gift shop.

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

A. Tipping is at your own discretion. We encourage a tip box for all so please do hand the tip to the front office. If 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.

**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 and Ksh 1,035 per night for Kenyan residents.

*Questions about our facilities and services*

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

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

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

A. Services are available on a daily basis.

**Q. Do you allow any alcohol at your camp?**

A. No, we do not.

**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.

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

A. Yes, we do.

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

A. Please call front office for a wakeup call. We'll even let you know the best times to enjoy the sunrise on the African horizon. Our staff will also check in the evening if you would like a wakeup call.

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

A. We have morning and afternoon game drives, 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. Do you have a spa wellness centre?**

A. There are two 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.

*Questions about medical services*

**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. AMREF Flying Doctors operates 24 hours a day, 365 days a year as a vital link between remote areas and AMREF's Control Centre at Wilson Airport in Nairobi. Their planes, some fitted with operating theatre and resuscitation room, can take you back to Nairobi to modern, efficient & private hospitals. For more information and to buy AMREF insurance please visit [www.flydoc.org](http://www.flydoc.org).

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

A. Our staff can administer first aid 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.

*Questions about our tents*

**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 luxury tented suites and 1 exclusive Finch Hattons Suite.

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

A. Up to 3 people for the luxury tented suites  
Up to 4 on the 2 two-bedroom tented suites  
Up to 2 at the Finch Hattons Suite

**Q. What age do you recommend children start using their own tents?**

A. 6 years and above.

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

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

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

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

*Questions about our rates and payments*

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

A. We have two rate types:  
**FULL BOARD:** Accommodation, all meals, complimentary wireless throughout camp, one scheduled 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 and optional activities

**Q. What are the charges for children sharing and in their own room?**

A. Children between 6 – 12 years pay 50% of the adult rate when sharing with 2 adults. Children in their own room pay 75% of the adult rate.

**Q. Are there any special packages being offered?**

A. Yes, currently we have the Flying Package, SGR Package and more. Contact reservations for more details.

**Q. Can deposit 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 be confirmed only 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 do 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. Do you offer insurance?**

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

*Questions about visiting Finch Hattons*

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

A. We have three routes:

**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. 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. 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.

**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, Safari link operates daily flights to the airstrip.

**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 are the visa requirements?**

A. All visitors to Kenya need a visa to enter the country and this can be obtained on arrival at the airport on payment of USD\$50 cash (please confirm this cost as this may change). We recommend that you 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 [www.evisa.go.ke/evisa.html](http://www.evisa.go.ke/evisa.html)

*Questions about Kenya and our safari experience*

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

A. Throughout the year Tsavo has game. During the rainy season, which is between April and May, game may not be as visible because there is water everywhere and the grass is long. There may be some rain from October to December as well.

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

A. Buffalos, 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 and lesser kudu.

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

A. The best months for birdwatchers to see migratory birds are from October 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. Do you have amenities for clients with disabilities?**

A. One of our two bedroomed luxury tents is an ambulant tent.

**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 will be useful, as it can get chilly. Sunglasses, sunscreen and a hat are highly recommended.

**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.

**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.