

## CHECK-IN & CHECK-OUT PROCEDURES

### Clear Guidelines for a Smooth Arrival and Departure

#### ARRIVAL: CHECK-IN

##### Standard Check-in

- **Time:** From **2:00 PM (14:00)** onwards.
- **Process:** Please message us via the booking platform/app **on your arrival day** with your estimated arrival time. This allows us to coordinate with our on-site team.

##### Early Check-in Requests

- We are happy to accommodate early check-in [**if possible**], as it depends on the departure of previous guests and cleaning schedules.
- **Please request this at least 24 hours in advance.** We will do our best to confirm, but cannot guarantee it.
- If the apartment is ready early, we will gladly let you in. If not, we can securely store your luggage.

##### Meeting & Key Collection

1. **Meet & Greet:** Upon arrival at the compound, our designated caretaker, **Mr. Tunje**, will meet you at the main gate. His contact is 0723932210 Please call him 15-20 minutes before your arrival.
2. **Welcome Tour:** Mr. Tunje will show you to the apartment, provide a brief tour of the essentials, and hand over the keys.
3. **Settle In:** You will find this Digital Guidebook open on the tablet/linked via QR code for your reference.

## DEPARTURE: CHECK-OUT

### Standard Check-out

- **Time:** By **10:00 AM** on your departure day.
- **Purpose:** This window is essential to allow our team sufficient time to thoroughly clean and prepare the apartment for the next guests.

### Late Check-out Requests

- Similar to early check-in, this is **subject to availability** based on incoming bookings.
- **Must be requested and confirmed at least 24 hours prior** to your check-out date.
- If granted, a half-day rate may apply for check-outs after 2:00 PM.

### Check-out Procedure (Please follow these steps):

#### Before you leave the apartment, please:

1. **Secure the Apartment:** Ensure all windows and balcony doors are **locked**.
2. **Utilities & Appliances:** **Turn off** all lights, ceiling fans, air conditioning units, and any plugged-in appliances (e.g., TV, microwave).
3. **Kitchen:** Ensure the **gas cylinder valve** (behind the stove) is turned to the **OFF (horizontal) position**. Please do not leave any perishable food in the fridge.
4. **Towels & Linens:** Please leave used towels piled in the bathtub/shower.
5. **Inventory:** Please return any moved items (e.g., balcony cushions, guidebook) to their original places.

#### Final Steps:

7. **Key Return:** Please leave **both sets of keys on the dining table** inside the apartment.
8. **Lock Up:** Simply **pull the door shut behind you**—it will lock automatically.
9. **Departure Message:** Send us a quick message via the booking platform to let us know you have departed and confirm where you left the keys.

### LUGGAGE STORAGE

- If you have a late flight or travel plans after check-out, we are happy to store your luggage for a few hours. Please arrange this with us or Juma in advance.
- We cannot accept responsibility for valuables left in stored luggage.

**We wish you a wonderful stay and a smooth journey!**