



**29TH QUALITY OF SERVICE DEVELOPMENT GROUP MEETING
8TH-12TH OCTOBER 2012
NAIROBI, KENYA**

INFORMATION FOR PARTICIPANTS

1. MEETING VENUE

The meeting will take place at the **Intercontinental Hotel, Nairobi**, Kenya.

2. HOTEL ACCOMMODATION

A separate list of hotels has been provided including the venue, the **Intercontinental Hotel, Nairobi**. Participants are responsible for meeting their accommodation costs. However, special rates have been negotiated by the organizing committee as provided in the list of hotels. Delegates are encouraged to make bookings at any of these listed hotels.

3. VISA

All travelers to Kenya must be in possession of a valid passport issued and recognised by their governments. Visas are issued at Kenyan Missions abroad and also at entry/exit points. The duration for the visitor's visa varies, with a maximum of three months. Here below are the various visa fees:

VISA FEES

- i. Transit Visa: US \$20
- ii. Referral Visa: US \$10
- iii. Ordinary/Single Journey Entry Visa: US \$50
- iv. Multiple Journey Visa (for all nationalities): US \$100

NB. All Visa Fees are Payable in US Dollars ONLY (for all nationalities)

For complete details of visa requirements, participants are advised to consult the web site of the Ministry of Immigration of the Republic of Kenya at: <http://www.immigration.go.ke/>. Enquiries can also be addressed to a Kenyan Embassy or Consulate in the countries of residence. If a visa is required, participants are requested to obtain this official document prior to travelling to Kenya.

4. AIR TRAVEL

The Jomo Kenyatta International Airport (JKIA) is the main airport in Nairobi. It is the largest and busiest airport in East and Central Africa. It serves as a transit hub for major airlines as well as the gateway for visitors to Africa's treasured game parks, cultural heritage, scenic landscapes and business opportunities. The airport also serves as a major cargo centre for both inbound and outbound goods.

JKIA is situated in Nairobi, 20 minutes from the Central Business District. Most major hotels in Nairobi have their stations at the arrival terminal for facilitation of guests on arrival. Its connectivity to the rest of the world is also enhanced by the presence of the world's popular airlines.

5. TRAVEL AND TRANSPORT

Participants are responsible for making their travel arrangements. All travel information, including flight number, arrival and departure dates and times should be forwarded to the committee contact provided on the registration form. Transport will be provided to delegates:

- a) On arrival and departure from & to the Jomo Kenyatta International Airport.
- b) From the designated/recommended hotels to the meeting venue and back.
- c) During the various social events organized for the delegates.

6. CLIMATE

Kenya enjoys a pleasant tropical climate and the average temperatures in October should be around 10°C - 24°C with light rainfall.

7. LOCAL TIME

GMT +3 hours

8. CURRENCY, BANKS AND CREDIT CARDS

The unit of currency is the Kenya Shilling (Ksh), divided into 100 cents. The indicative exchange rate, as of July 2012 is:

1USD = Ksh 84

1 EURO=106

1 Pound Sterling=132

Please note that these rates are subject to change

- Major international credit cards are widely accepted for transactions.
- Banks are open from 0900hrs to 1600hrs Monday through Friday.
- Forex Bureaux located in different parts of the city are open from 9:00hrs to 16.00hrs Monday through Friday.
- Mobile money transfer (e-banking) is offered by the four telecommunications operators: Safaricom Airtel, Orange and Essar (YU).
- We also have money transfer services from Western Union and Money Gram in most banks.

9. ELECTRICITY

The Electricity supply in Kenya is 240 Volts with frequency of 50 Hertz and the electricity plugs are 13 Amp, with the square pin used in most premises.

10. HEALTH INFORMATION FOR TRAVELERS TO KENYA

Before visiting Kenya, you may need to get the following vaccinations and medications for vaccine-preventable diseases and other diseases you might be at risk for at your destination Note: Your doctor or health-care provider will determine what you will need, depending on factors such as your health and immunization history, areas of the country you will be visiting, and planned activities.) To have the most benefit, see a health-care provider at least 4–6 weeks before your trip to allow time for your vaccines to take effect and to start taking medicine to prevent malaria, if you need it. Even if you have less than 4 weeks before you leave, you should still see a health-care provider for needed vaccines, anti-malaria drugs and other medications and information about how to protect yourself from illness and injury while traveling.

VISITORS ARE ADVISED TO HAVE YELLOW FEVER VACCINE.

HOST COUNTRY CONTACT:

Rachel Alwala

Ag. Manager /Events and External Affairs
Communications Commission of Kenya

P.O. Box 14448 Nairobi 00800

Tel:+254 703 042 000

E-mail: qsdgprepcom@cck.go.ke



HOTELS	ROOM TYPE	RATES (US\$) B&B INCLUSIVE OF TAX	OTHER COMPLEMENTAR IES FACILITIES	CONTACT/ LIASON PERSON
Sarova Panafric Hotel-Nairobi P.O. Box 30486 00100 Nairobi Tel: (254-20) 2714444/2720822 www.sarovahotels.com/panafric	Superior Single Room Superior Double Room Club Single Room Club Double Room	165 205 235 275	Wi-Fi Swimming Pool	Steve Wambua EMAIL: steve.wambua@sarovahotels.com DL: +254 20 2767431 C: +254 732 866166
Southern Sun Holiday Inn P.O. Box 66807 Nairobi 00800 Tel: (254-20) 3740920/3740921 Fax: (254-20) 3748823 Parklands Road www.southernsun.co.ke	Single room Double room	220.00 250.00	Gym and pool Wi-Fi	Susan Senya senyas@southernsun.co.ke Tel: (+254) 020 3740920
Jacaranda Hotel P.O. Box 14287 Nairobi 00800 Tel: (254-20) 4448713 Fax: (254-20) 4452117 www.jacarandahotels.com	All rooms	175	Internet access Secretarial services Gym and spa	Liz Tapawa Asst. Sales & Marketing Manager C: +254 722 722633 Office Cell: +254 722 205486 ltapawa@jacarandahotels.com
Rating: 4*				



<p>Sankara Hotel P.O Box 1638 Nairobi 00606 Woodvale Groove, Westlands Nairobi Tel: (254-20) 4208000 Fax: (254-20) 4208888</p> <p>www.sankara.com</p> <p>Rating: 5*</p>	<p>Superior Deluxe Club Room Junior Suite Executive Suite</p>	<p>254 280 363 537 793</p>	<p>Spa and Gym Pool</p>	<p>Ronald Oromo C: +254 721 807928 E: Ronald.oromo@sankara.com</p>
<p>Safari Park Hotel & Casino P.O. Box 45038 Nairobi 00100 Tel: (254-20) 3633000 Fax: (254-20) 3633919 Thika Road www.safaripark-hotel.com</p> <p>Rating: 5*</p>	<p>Deluxe Room (single) Deluxe Room (double)</p>	<p>175.00 200.00</p>		<p>Irene Maina Senior Sales Executive Direct line: (+254 20) 3633111 E: imaina@safariparkhotel.co.ke</p>
<p>Fairmont Norfolk Hotel P. O Box 40064</p>	<p>Standard Room Deluxe Room</p>	<p>230 270</p>	<p>Wireless Internet Access</p>	<p>Steve Biko Sales Manager</p>



<p>Nairobi 00100 Tel: 254 20 2265000 Fax: 254 20 2216796</p> <p>www.fairmont.com</p> <p>Rating: 5*</p>	<p>Junior Suites Suites (bed only-exclusive of 28% tax and breakfast)</p>	<p>310 370</p>	<p>Health Club with Sauna, Aerobic studio and Steam Room</p>	<p>E: steve.biko@fairmont.com C: +254724401739</p>
<p>Intercontinental Hotel Nairobi P.O. Box 30353 Nairobi 00200, City Square City Hallway Tel: (254 20) 3200000 Fax: (254 20) 3200036</p> <p>www.ihg.com</p> <p>Rating: 5*</p>	<p>Superior room single Superior room double Deluxe room single Deluxe room double Executive Clubroom Single Executive Club Room Double</p>	<p>243.20 307.20 294.40 358.40 364.80 409.60</p>	<p>Full day WI-FI</p>	<p>Sophia Ilako Senior Key Account Manager DDL: (+254 20) 3200214 C: +254 735440203 E: sophia.ilako@ihg.com</p>
<p>Nairobi Serena Hotel P.O. Box 46302 Nairobi 00100 Tel: (254 20) 2822000 Fax: (254 20) 2725250 Opposite Uhuru park</p> <p>www.serenahotels.com</p>	<p>Deluxe Single Deluxe Double Superior Single Superior Double Executive Suite Bateleur Suite</p>	<p>290 320 465 495 590 640</p>	<p>Tea/coffee making facilities Wi-Fi enabled Heated Swimming Pool, gym, Jacuzzi, spa</p>	<p>Priscah Amos Account manager C: +254737800793 E: pamos@serena.co.ke</p>



<p>Rating: 5*</p>	<p>Garden Suite Business Suite Presidential Suite</p>	<p>640 865 1785</p>		
<p>Nairobi Safari Club P.O. Box 43564 Nairobi 00100</p> <p>Tel: (254 20) 2821000 Fax: (254 20) 2215137 Lilia Towers University Way</p> <p>www.nairobisafariclub.com</p> <p>Rating: 5*</p>	<p>All suites single All suites double</p>	<p>165.00 185.00</p>	<p>Airport transfer US\$ 30 one way</p>	<p>Florence Marangu Sale manager E: florencemarangu@nairobisafariclub.com</p>
<p>Sarova Stanley P.O. Box 30680 Nairobi 00100 Corner of Kimathi Street and Kenyatta Avenue Tel: (254 20) 316377/2228830</p>	<p>Deluxe single Room Deluxe double Room</p> <p>Club Single Room Club Double Room</p>	<p>190 210</p> <p>270 320</p>	<p>Wi-Fi Use of Health and Fitness club Heated Swimming pool</p>	<p>Steve Wambua EMAIL: steve.wambua@sarovahotels.com DL: +254 20 2767431 C: 254 732 866166</p>



<p>Fax: (254 20) 2249757 thestanley@sarovahotels.com</p> <p>www.sarovahotels.com</p> <p>Rating: 5*</p>				
<p>Hilton Hotel P.O. Box 30624 Nairobi 00100 Mama Ngina Street Tel: (254 20) 279 0000 F: (254 20) 2250099/2226477 hilton.nairobi@hilton.com</p> <p>www.hilton.com</p> <p>Rating: 5*</p>	<p>Guest Room single</p> <p>Guest Room single</p> <p>Deluxe room single</p> <p>Deluxe room single</p>	<p>190.00</p> <p>230.00</p> <p>235.00</p> <p>275.00</p>	<p>Outdoor heated swimming pool</p> <p>Health club</p>	<p>Gabriel Maroa Account Manager gabriel.maroa@hilton.com C: +254 723 536 050</p>
<p>Laico Regency P.O Box 54579 Nairobi 00200 City Square, Loita Street, Uhuru Highway Tel: (254 20) 2887000 Fax: (254 20) 2217120 info@laicoregencyhotel.co.ke</p> <p>http://www.laicoregencyhotel.co.ke</p>	<p>Single Rooms</p> <p>Double rooms</p>	<p>185.00</p> <p>210.00</p>	<p>Airport transfers WI-FI access Fitness Center</p>	<p>Jassi Sian E: jsian@laicoregency.co.ke C: +254 733 424 033</p>



<p>€</p> <p>Rating: 5*</p>				
<p>Crowne Plaza Nairobi P.O. Box 25574 Nairobi 00100 Tel: (254 20) 2746000/27111804 Fax: (254 20) 2746100 Upper hill on Kenya Road</p> <p>www.crowneplaza.com/nairobi</p>	<p>Standard Room single</p> <p>Standard room Double</p> <p>Superior room single</p> <p>Superior Room double</p>	<p>235.00</p> <p>265.00</p> <p>255.00</p> <p>285.00</p>	<p>Wireless Internet</p> <p>Gym ,sauna and steam</p> <p>International direct dial telephone</p> <p>Same day laundry services</p>	<p>Rosemary Nyakarura Sales & Marketing Manager C: 254 722 518128 E: rosemary.nyakarura@cpnairobi.com</p>
<p>Hillpark Hotel, Restaurant & Fitness Centre P.O. Box 46037-00100,Lower Hill, Nairobi Tel: 272 4312</p>	<p>Standard Single</p> <p>Standard Double</p> <p>Executive Single</p>	<p>146</p> <p>220</p> <p>233</p>	<p>free wireless internet</p> <p>free usage of our ultra modern</p>	<p>Wanjiku Njuguna Sales and Marketing Executive E: wanjiku@hillparkhotel.com</p>



<p>Fax: 271 6768 E: reservations@hillparkhotel.com www.hillparkhotel.com Rating: 4*</p>	<p>Executive Double 348 Premium Single 196 Premium Double 293 Deluxe Single 303 Deluxe Double 484 Apartments (Daily Rate) One bedroom 148 Three bedroom Standard 363 Three Bedroom penthouses 473 Monthly Rate One bedroom (max 2people) 2,420 Three bedroom (Standard max 6 people) 4,029 Three bedroom (penthouse) 11,294</p>	<p>348 196 293 303 484 148 363 473 2,420 4,029 11,294</p>	<p>fitness centre</p>	
<p>Heron Court Hotel P.O. Box 41848 Nairobi 00100 Tel. (254 20) 2720740/42/72 Email : reservations@heronhotel.com</p>	<p>Standard single Standard double Superior Single Superior Double Deluxe single</p>	<p>Ksh 9,995 Ksh 11,995 Ksh 10,995 Ksh 12,995 Ksh 13,000</p>	<p>Wi-Fi and Cable Internet Swimming pool</p>	<p>David Mwaniki Reservation Manager E: reservation@heronhotel.com</p>



Rating: 3*	Deluxe double	Ksh 15,000		
Six Eighty P.O. BOX 43436 Nairobi 00100 Tel: (254 20) 315680 Nairobi Email : info@sentrim-hotels.com www.sentrim-hotels.com	Standard single Standard double	80 105	Wi-Fi Internet	Elizabeth Mwangi Account manger C: 254722806952 E: Elizabeth.mwangi@centrim-hotels.com
Rating: 3* Comfort Inn Hotel (town) P.O. BOX 30425-00100 Nairobi Tel 0722511438 Email : sales@kenyacomfort.com Rating: 3*	Standard single Standard double Superior single Superior double	55 90 100 70	Wi-Fi	Mary Omwoha Coordinator C:254511438 E: sales@kenyacomfort.com



<p>Silver Springs Hotel P.O. Box 61362-00200 Nairobi Tel : (254 20) 2722451 -57 E: frontoffice@silversprings-hotel.com Rating: 3*</p>	<p>Standard single Standard double</p> <p>Superior suites single Superior suites double</p> <p>Panorma Suites single Panorma Suites Double</p> <p>Deluxe Suites Single Deluxe Suites Double</p> <p>Executive Suites Single Executive Suites Double</p> <p>2 Bed roomed Penthouse Single Double</p>	<p>Ksh10,900 Ksh 14,900</p> <p>Ksh 15,500 Ksh 19,500</p> <p>Ksh 18,000 Ksh 22,000</p> <p>Ksh 21,000 25,000</p> <p>Ksh 28,000 Ksh 32,000</p> <p>Ksh 40,000 Ksh 40,000</p>		<p>Jane Oduor Sales Executive C: 254725648104 E: joduor@silversprings-hotel.com</p>
---	--	--	--	--



<p>PRIDE INN</p> <p>PrideInn Hotel and Conferencing Westlands P.O Box 66969-00200 Nairobi, Kenya Tel: (+254) 20 8155399 0701454556, 07343488999 0701333438 Email: stay@prideinn.co.ke</p>				
--	--	--	--	--



<p>Hotel Kipepeo P.O Box 75007-00200 Nairobi Kenya Tel: +254 20 313 571/2/3 +254 20 212 1528 Cell: +254 710 207 062 +254736 996310</p> <p>Email: reservation@hotelkipepeo.com</p> <p>www.hotelkipepeo.com</p>	<p>Single</p> <p>Double</p>	<p>2800</p> <p>3000</p>	<p>Wi-Fi and cable internet</p>	<p>Doureen Wanjiku H.O.D Marketing C:+254723895547 E:doureen.wanjiku@hotelkipepeo.com</p>
--	---	---------------------------------------	--	---

Please note that where we could not obtain the rates in US \$, we have given the same in Kenya Shillings (Ksh.)