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COMMITTEMENT TO SERVICE DELIVERY

Bomas of Kenya is committed to providing the following services in a timely manner, efficiently and effectively

NO.	SERVICE	CUSTOMER REQUIREMENT	CHARGES (KSHS)	TIMELINE
1.	Authentic Kenyan traditional dances i) Scheduled Performance a) Daily afternoon performances b) Morning performances	i. Identification documents ii. Prior booking	RESIDENTS: Adult - 100/= Child - 25/= School Parties (Nursery to High School) - 20/= Resident College Student 30/- NON RESIDENTS Adult - 600/= Child - 300/= STUDENT - 300/=	a) Afternoon - 2.30 p.m to 4.00 p.m week days and 3.30 p.m to 5.15 p.m weekends and public holidays b) Tuesday and Friday morning 11.00 a.m to 12.30 p.m
	ii) Unscheduled Performance (hire of traditional dances) Within BOK Within Nairobi Out of Nairobi	Prior booking	- Kshs. 45,000 - Kshs. 55,000 - Kshs. 55,000 (+ mileage + fuel + accommodation + allowance)	- 1 hour show - 1 hour show - 1 hour show
2	Traditional Villages	Identification documents	Charges inclusive of traditional dances	Daily 10.00 a.m to 6.00 p.m
3	Children's Play Ground	Identification documents	Entry per child - 50/=	4 hours

			School parties - 30/=	
4.	Restaurant	Walk - in or Reservation	Menu price	Daily 9.00 a.m to 11.00 p.m
5.	Procurement	Adherence to Procurement and Disposal Act	As applicable in the Procurement and Disposal Act and Regulations of 2015	As stipulated in the advert/ contract
6.	Payments	Invoices and / or LPO copies	Free	60 days after delivery
	Payment of salaries	BOK employee	Free	By 30 th of every month
8.	Conferences, AGMs Meetings functions and events.	Booking	Auditorium - Kshs. 348,000/= per day Multipurpose Hall - kshs. 232,000/- per day VIP Lounge - Kshs. 35,000/= per day Restaurant Lounge - Kshs. 20,000/= per day Wedding Ground - Kshs. 50,000/= per day Team Building - Kshs. 50,000/= per day Hire of grounds - Kshs. 102,280/= per day Wedding in the traditional villages kshs. 50,000/= per day Cultural dinner/lunch 4,800/= per Pax NB: - Cost inclusive of VAT where applicable	
9.	Recruitment of Personnel	Advertisement and Application. Budgeted vacant position	Free	As stipulated in the advert and BOK Human Resource Policy
10.	General Security	Identification document	Free	24 hours
11.	Tenancy	Lease Agreement	Kshs. 60/= per square feet	As per lease agreement
12.	Sale of Products		DVD - Kshs. 1,000/= Dance Programme booklet – Kshs. 150/= Traditional ornament and costume booklet – Kshs. 150/= Traditional musical Instrument Booklet – Kshs. 150/= Traditional village booklet- 150/-	Scheduled performance hours
13.	Video Recording/ Filming	As per contract	Domestic use camera - Kshs. 750/= during performances Commercial - As per contract Commercial sites – As per contract	6.00 a.m to 6.00 p.m

			Local Music Recording – Kshs. 20,000/= per day	
14.	Photography	On request/ Booking	Wedding photo session – Kshs. 10,000/=	6.00 a.m to 6.00 p.m
15.	Picnic sites	Identification/ Booking	Adult - Kshs. 100/= Child - Kshs. 50/=	8.00 a.m to 6.00 p.m
17.	Attendance of telephone calls	A telephone call	Free	3 rings
18.	Response to complaints, compliments and suggestions	Resolution of complaint, compliment and suggestion	Free	21 working days
19.	Official working hours	weekdays	Free	8.00 a.m to 5.00 p.m

Customer care

In case these services do not conform to the standards above, direct complaints or queries to the customer care help desk, within the ground floor of the Administration Block of Bomas of Kenya Limited, email us at complaints@bomasofkenya.co.ke, bomas@africaonline.co.ke, visit our website www.bomasofkenya.co.ke. telephone +254-8891802, 8890793/5/8, 020-2617581, 8068400 or write to General Manager P.O.Box 40689-00100 Nairobi or visit Commission on Administrative Justice website www.ombudsman.go.ke