

# COMMITMENT TO SERVICE DELIVERY

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

	SERVICE	CUSTOMER REQUIREMENT	CHARGES (KSHS)	TIMELINE
1.	Authentic Kenyan traditional dances i) Scheduled Performance Daily afternoon performances Morning performances	Identification documents Prior booking	<b>RESIDENT/E. AFRICA COM.</b> Adults - 300/= Children - 200/= Students - 200/= <b>NON RESIDENT:</b> Adults - 1000/= Children - 500/= University/College Students - 500/= <b>KENYAN CITIZEN:</b> Adults - 200/= Children - 50/= University/College Students - 100/= School Parties (Nursery to High School) - 50/=	Afternoon 2.30 pm to 4.00 pm - Weekdays 3.30 pm to 5.15 pm - Weekends & Public Holidays Morning 11.00 am to 12.30 pm Tuesdays and Fridays
	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
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/= School parties - 30/=	4 hours
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
7.	Payment of salaries	BOK employee	Free	By 30th of every month
8.	Conferences, AG Ms 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 Hire of grounds Kshs 102,280/= per day Wedding in the Traditional Villages Kshs 50,000/= per day Cultural dinner/lunch Kshs 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 1000/= Dance Programme booklet Kshs 150/= Traditional ornament and costume booklet Kshs 150/= Traditional musical instrument booklet Ksh 150/= Traditional village booklet 150/=	Scheduled performance hours
13.	Video Recording/ Filming	As per contract	- Domestic use of camera during performance and Tour of traditional villages Consult corporate and communication department - Commercial - As per contract. - Commercial Sites - As per contract  Local Music Recording - Kshs. 20,000 per day	6.00 a.m to 6.00 p.m
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

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](mailto:complaints@bomasofkenya.co.ke), Visit our website [www.bomasofkenya.co.ke](http://www.bomasofkenya.co.ke)

Tel: +254-8891802 8890793/5/8  
020-2617581 / 8068400

or

Write to General Manager P.O.Box 40689-00100

or

Visit Commission on Administrative Justice website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)