



TERMS & CONDITIONS

1. DISCLAIMER

By accessing, navigating, or using the website www.muthuhotelsmgm.com you acknowledge that you have read, understood, and agreed to our policy set out below.

Our policy may change periodically without any prior notice. Therefore, we advise you a regular reading of these conditions and terms.

MGM MUTHU HOTELS is not responsible for any damages or losses that arise from the use of this website. The use of the website and the services hereby provided is the only responsibility of its user.

The partial nullity of any conditions present on this policy does not affect the other conditions, which remain applicable for all legal purposes.

This website may contain links to other websites that do not belong to MGM MUTHU HOTELS, hereby MGM MUTHU HOTELS is not responsible for the form, content, or practices of those Web sites.

This policy is applicable to any affiliate company of MGM MUTHU HOTELS

When you visit this website, a small text file (Cookie) is created and recorded on your computer hard drive. By recognizing you, this file will allow for easiness and quickness of access, along with the customization of the website according to your preferences. Most browsers automatically accept these files (Cookies). However, you can erase them or automatically define them as blocked. In the "Help" menu of your browser, you will find how to make these configurations. However, in case you do not allow the use of cookies, there may be some functionalities you will not be able to use.

2. PRIVACY POLICY

All personal data provided to MGM MUTHU HOTELS will be subject to this Privacy Policy. MGM MUTHU HOTELS reserves the right to change these terms occasionally in its sole discretion.

As a visitor, you will not have to provide any personal information in order to use this website.

2.1. Responsible Entity

If the use of this website and the services hereby provided implies the provision of personal data, MGM MUTHU HOTELS of GPS House, Church Bay Rd., Crosshaven, Co. Cork, Ireland is the entity responsible for the use and treatment of those personal data.

2.2. Purpose of Treatment

Any collected data is proposed for reservation management, commercial management, and marketing operations within the commercial activity of MGM MUTHU HOTELS.

MGM MUTHU HOTELS does not collect, use or handle sensitive data as defined by the Data Protection EU Directive.

2.3. Access, correction and opposition

General users may exercise their right of access, rectification, cancellation, opposition, and/ or obtain a copy of the data by e-mail to privacy@muthuhotelsmgm.com.

Registered users can exercise their right of access, rectification, cancellation, and opposition, or obtain a copy of the data, as explained in the Data Protection Act, through access to their profile in www.muthuhotelsmgm.com.

Registered users may also, at any time, request the cancellation of sending emails or other communications generated by its registration at www.muthuhotelsmgm.com.

2.4. Information Security

MGM MUTHU HOTELS has reasonable safety technology which protects all personal information provided by the visitor through this website.

2.5. Data transmission to third parties

MGM MUTHU HOTELS reserves the right to forward your information to affiliated companies, within the EU and outside, as well to third entities when specified on the register. No information is transmitted to countries that do not ensure protection levels equal to the present ones.

Whenever requested, personal information may be disclosed to officials' agencies for law enforcement.

2.6. Communications

As users, we advise you to not send us confidential information, transaction instructions or any other sensitive information by e-mail. If you send us this kind of information by e-mail, it is entirely at your own risk and MGM MUTHU HOTELS will not be responsible for any damage arising from this act.

2.7. Complaints

MGM MUTHU HOTELS takes into account any concerns about user privacy. If you believe that MGM MUTHU HOTELS has not acted in accordance with the terms of this privacy policy with respect to your personal information, please contact us by mail or email.

We ask you to describe in as much detail as possible the reasons why you believe that MGM MUTHU HOTELS has not complied with the terms of this Privacy Policy. Your complaint will be treated with the utmost seriousness and brevity possible.

If you have any questions about this Privacy Policy, practices, or relationship with this Web page, please contact at: privacy@muthuhotelsmgm.com

3. PAYMENT POLICY

We send secure payment links for 50% advance payment for bookings within the cancellation period. All links come directly from our team and are processed safely.

4. COPYRIGHTS

This Web site and all its contents are protected by copyright and/or reserved rights that belong to MGM MUTHU HOTELS. MGM Muthu Hotels hereby authorizes you to view, copy, print, and distribute the information on this Web site for non-commercial purposes only and any copy shall reproduce this copyright notice entirely.

May exist in this Web site programs, software, products, processes, publications, technology, or other content subject to copyright or other similar rights of third parties, and the use of this Website does not confer any license of use of such content.

NOTE

The minimum age for check-in is 18 and not under 18 unless accompanied and/or authorized by their parents or legal guardian, with documentary proof of kinship or condition, or even, if accompanied by a person of legal age, with an authorization in writing from the parents or legal guardian.

MGM Muthu Hotels' all-day pass includes access to facilities like pools and may include meals and select drinks, but requires a wristband to be worn at all times. Key terms and conditions include wearing the wristband, consuming food and drinks within designated areas, not taking food or drinks out, and not ordering for non-pass holders.

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Key terms and conditions

- **Wristband:** You must wear the wristband at all times to show entitlement. A charge may apply for loss.
- **Consumption:** Food and drinks must be consumed in the designated restaurant or bar areas; taking them outside is prohibited.

- **Ordering:** You can only order one drink per person at a time and cannot order food or drinks for those without a pass. Violators may be charged the full day pass price.
- **Behavior:** Staff can refuse service to intoxicated guests or those exhibiting inappropriate behavior.
- **Reservations:** For specialty restaurants, you may need to make reservations in advance.
- **Dress code:** A smart casual dress code may be required for specialty restaurants.
- **Non-transferable:** The benefits of the pass are not transferable to other people.
- **Management rights:** Management reserves the right to change times, services, and programs without notice. They also reserve the right to refuse admission to the hotel and its facilities.

Additional important information

- **Age restriction:** Alcoholic drinks are not served to guests under 18.
- **Stag and hen parties:** These types of parties are not allowed at the hotels.
- **No-shows:** You will not receive a refund for any meals that are missed.

All day pass in Kenya is only on weekends Saturday and Sunday from 8 am to 7pm at Muthu Silver Springs and Muthu Sovereign Suites, Limuru.