



FAQ's



GIRAFFE MANOR FAQ

How much does it cost to stay at Giraffe Manor?

Our rates are from approximately US\$ 620 per adult sharing and US\$ 400 per child sharing. We advise looking at our rate sheet carefully to see the different rates according to room type and number/age of guests.

What does this price include?

Giraffe Manor is operated like a family home and in keeping with this we have a fully-inclusive rate. This means that our guests can truly relax and enjoy the casual elegance of the experience, just as one would do when visiting friends. This means that all meals, most drinks (including house wines, house beers and house spirits), laundry, Wi-Fi access and entry into the AFEW Giraffe Centre are included in our rates. We also include arrival/departure transfers and provide a car for excursions in and around the Karen and Langata area, where Giraffe Manor is located (within check in and check out times), to give our guests even more value. We also have games like croquet & boules on hand for guests to enjoy at their leisure. The only extras a guest might incur are for gift shop purchases, spa treatments, additional excursions or gratuities.

Where is Giraffe Manor and how far is it from the airports?

Giraffe Manor is located in the leafy Nairobi suburb of Karen and Langata in Kenya. As the crow flies, it is not far from the Jomo Kenyatta International Airport but Nairobi traffic can be heavy, so it usually takes approximately 45 minutes to one hour from there to the Manor. Internal/domestic flights operate out of Wilson Airport, which is approximately a 25 minute-drive from Giraffe Manor but, again, due to the unpredictable nature of Nairobi traffic we usually recommend you allow more time for this transfer.

What age is a child as far as your rates are concerned?



Our child rates are from three years-old to 11 years-old. At 12 years of age our guests are charged the adult rate.

I have seen pictures of the giraffes feeding from the windows. How does it work and can I do this when I am there?

Giraffe Manor is situated within a sanctuary for the rare and endangered Rothschild's giraffes. The sanctuary is owned by the Africa Fund for Endangered Wildlife (AFEW) and Giraffe Manor is located at one end of the sanctuary. The sanctuary is approximately 150 acres split by a residential road, which the giraffe cross twice a day to move from one side to the other. The giraffe are still essentially wild animals and we cannot guarantee what sort of interaction you will have with them, if any at all. The Manor is a lovely old home full of olde-worlde charm and history; the giraffe are the icing on the cake of what is already a very special experience. Although we cannot guarantee their behaviour, it is unusual that guests would stay with us & not experience some degree of interaction with the animals. The giraffes have become accustomed to feeding through the windows and they do this more often than not.

Do you have a restaurant at the Manor where I can come for a meal if I don't actually book to stay in the hotel?

Unfortunately, due to high occupancies and our very limited capacity as a small residential-style property of only 12 rooms, we do not have a restaurant that is open to non-staying guests. We try not to diminish the unique Giraffe Manor experience for our resident guests by overcrowding the manor – it's such an intimate space that we do need to be very sensitive to them – but perhaps more importantly, we are also obliged to adhere to a strict maximum capacity for the benefit of everyone's safety.

What are the rooms like in the hotel?

Because the manor was originally a private family home, all of the rooms are completely different. In the Main Manor (built in the 1930s) there is one Superior Suite (Karen Blixen), three Superior Rooms (Betty, Jock & Daisy) and two Standard Rooms (Lynn & Marlon). In the Garden Manor (built in 2011, and is a replica of the original building) there is one Superior Suite (Finch Hatton) and five Superior Rooms (Helen, Kelly, Arlene, Edd & Salma). The Garden Manor can only be booked when combining it with a stay at another one of The Safari Collection's properties.

A description of each room is provided below:

Betty's Room - Superior Room. Approximate bedroom footprint of 24 m². Front-facing in the main manor with giraffe feeding access. Double bed with roof terrace, in-room fireplace and en-suite original art deco bathroom with bath and shower. Space for a cot for an infant on request only.

Daisy's Room - Superior Room. Approximate bedroom footprint of 17 m². Side-facing with view toward the Ngong Hills in the main manor and giraffe feeding access. Double or twin beds with roof terrace. En-suite bathroom with a shower.

Jock's Room - Superior Room. Approximate bedroom footprint of 22 m². Front-facing room in the main manor with giraffe feeding access. Double or twin beds and fire place. En-suite bathroom with shower and bath.



Marlon's Room - Standard Room. Approximate bedroom footprint of 13 m². A very small side-facing room in the main manor with limited giraffe feeding access. Double or twin beds with compact en-suite bathroom with shower and access to bathtub across the hall.

Lynn's Room - Standard Room. Approximate bedroom footprint of 14 m². Located at the back of the main manor with limited giraffe feeding access. Double bed with en-suite bathroom and shower.

Karen Blixen Suite. Approximate bedroom footprint of 40 m². Accessed from the outdoor terrace behind the main manor. Ground floor room with no giraffe feeding access. Double bed on ground level with twin beds on mezzanine/loft level (suitable for children only) accessed via spiral staircase. En-suite bathroom with shower and bath, separate loo. This suite is accessible for wheelchair users.

Helen's Room - Superior Room. Approximate bedroom footprint of 25 m². Front and west-facing with giraffe feeding access. Double or twin beds with space to add a baby cot on request only. En-suite bathroom with shower and bath.

Kelly's Room - Superior Room. Approximate bedroom footprint of 33 m². Front-facing in the Garden Manor with giraffe feeding access. Double bed or twin beds and an extra single bed. Fireplace and en-suite bathroom with shower and bath.

Arlene's Room Superior Room. Approximate footprint of 22 m². Front-facing in the Garden Manor with no giraffe feeding access. Double bed with en-suite bathroom with bath and shower.

Edd's Room - Superior Room. Approximate bedroom footprint of 29 m². A ground floor room with private veranda overlooking the garden terrace with no giraffe feeding access. A double bed with space for an extra sofa bed for child on request only. En-suite bathroom with shower and bath.

Salma's Room - Superior Room. Approximate bedroom footprint of 23 m². Front-facing overlooking garden terrace with a balcony with no giraffe feeding access. Double or twin beds with space to add an extra sofa bed for a child on request only. En-suite bathroom with shower and bath.

Finch Hatton Suite. Approximate bedroom footprint of 40 m². Accessed from the ground floor beside the dining room with no giraffe feeding access. Ground level double bed with twin beds on mezzanine/loft level (suitable for children only) accessed via spiral staircase. In room fireplace and en-suite bathroom with double shower and bath.

What time is check in and check out?

Check in is from 1100 hours and check out is before 1000 hours.

My flight arrives very early, and I know I don't need to leave until the afternoon. Can I check in earlier and leave later?

We do not offer an early check in or late check out option. Because of the size of the property we have to adhere to our check out times and are unfortunately not able to be flexible. Check in is from 1100 hours and check out is before 1000 hours. Our travel consultants can advise you on activities or alternative day room possibilities in Nairobi. We are very happy to help you book your transfers, activities and alternative accommodation in advance if you wish.



Do you have a swimming pool?

We do not have a swimming pool. Nairobi is actually a lot colder than people might expect.

What else can I do during my stay at Giraffe Manor?

There is a lot to do around the area. The Karen Blixen Museum and the David Sheldrick Wildlife Trust & Elephant Orphanage are both nearby and offer great insight into Nairobi's history and future respectively. There are also some great shops nearby (including our own little gift shop at the Manor) as well as some cultural attractions and artisan workshops. There is also a small treatment room at the Manor where you can enjoy spa services such as massage and manicures or pedicures. It is also possible to do helicopter excursions, horse riding and drives in the Nairobi National Park, the world's only national park within a major capital city. Our extras and activity sheet outlines what you can do during your stay with us.

How long would you recommend I stay with you?

Most of our guests use the Manor as an overnight base on their way through Nairobi before heading off on safari or ending a tour. Many people therefore spend only one night with us, yet they still have a wonderful experience. Those that do stay longer get the chance to really enjoy some of our extra activities and get to know Nairobi and it's hidden treasures. We have, on the other hand, had guests stay for as many as seven nights! Generally, we would recommend two nights as the ideal and no more than three nights and then we can certainly help organise the rest of your itinerary around Kenya. We have three other properties that we own in wonderfully varied parts of the country and we also have an 'experience' team that can help you tailor a holiday and book other properties, internal flights, transfers etc. as needed.

How far in advance do I need to book?

Busy times of the year (July, August, September and Christmas/New Year) are typically booked a long time in advance. If your dates are fixed and there is no flexibility, we would suggest booking at least six to 12 months prior to travel. Some of our guests, on the other hand, get lucky and manage to book a room last-minute as our occupancies can change. With only 12 rooms available at the Manor, the situation can be fluid, so it is worth checking back from time to time if you are unable to secure your preferred dates upon first try.

If I'm in Nairobi, can I just pop by to have a look at the Manor and have a coffee?

Unfortunately we are unable to welcome guests without a reservation or appointment of some sort. All visits to the Manor must be pre-booked. Due to the popularity of the property and the giraffe experience, we do have high levels of enquiries but must strictly control visitation in order to ensure the privacy, peace, safety and enjoyment of both our overnight guests and the animals themselves. If it is interaction with the giraffes you seek, we can recommend a visit to the nearby Giraffe Centre where you can feed the animals and learn about our efforts to save the endangered Rothschild's species.

Can I get married at Giraffe Manor?

For more information about weddings please email info@thesafaricollection.com.

I am a journalist/blogger and I am interested in writing about or visiting the Manor, who should I speak to?

We have an excellent PR team in Perowne International who handle media inquiries on our behalf. They are based in London, UK. Please email safari@perowneinternational.com for more information or for image assets, b-roll and Manor statistics. Due to the high volume of requests we receive, The Safari Collection asks that each blogger or influencer provide specific information in order to be considered. To apply please provide the following evidence for your



primary publishing platform:

Instagram - Travel-related content with a minimum of 35K followers

YouTube - Average of 50K views per travel related video, and a minimum of 50K subscribers

Blog - Over 15,000 Monthly Unique Visitors – please provide clearly dated statistics from the last three months from Google Analytics or a similar source.

Photoshoots - Please note for filming requests, we require a donation for using the location that goes to The African Fund for Endangered Wildlife Fund. Crew numbers are strictly limited and all assessed on a case by case basis. Please provide as much information as possible on the shoot requirements and how the Safari Collection lodges will be represented in the shoot as well as resulting coverage.

All platforms - Evidence of regular content that shows clear interest in luxury travel

I am a Travel Agent, how do I send my guests to your hotel?

For all agent enquiries please email info@thesafaricollection.com and someone will get back to you as soon as possible. We do work with many agents all over the world and are always very happy to meet new potential partners. Any marketing inquiries should be sent to marketing@thesafaricollection.com.