



**SERVICE ORDER**

Guest name: Roger KARANGWA  
 Company: TRINITY METALS  
 Email: [rogers.bureshyo@trinity-metals.com](mailto:rogers.bureshyo@trinity-metals.com)  
 Tel Number: (+250) 788 535 310  
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Pax: 40  
 Sales Person: Eric Kwizera  
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 Phone no: (+250) 798 979 457

Service order No: F04102024  
 Segment: Residents  
 G Arrival Date: 2024-10-20  
 G Departure Date: 2024-10-26

**Accommodation**

Description	Checkin	Checkout	Room Quantity	Nights	Unit Price RWF	Unit Price USD	Total RWF	Total USD	
Deluxe Single Rooms	2024-10-20	2024-10-24	3	4	168,000	120.00	2,016,000	1,440.00	
Deluxe Single Rooms	2024-10-20	2024-10-23	1	3	168,000	120.00	504,000	360.00	
Deluxe Single Rooms	2024-10-22	2024-10-26	3	4	168,000	120.00	2,016,000	1,440.00	
Transport Fees	2024-10-20	2024-10-21	7	1	49,000	35.00	343,000	245.00	
					-		-	-	
<b>Comment:</b>	Airport transfer is \$ 35 for two-way and One-way is \$ 25 (per person)						<b>Sub-Total</b>	4,879,000	3,485

**Events**

**Event Prep & Setup Schedule**

Date	Room	Events	Set-Up	Pax	Description	Qty	Unit Price RWF	Unit Price USD	Total RWF	Total USD
From	To	Names	Package	Type						
2024-10-21	2024-10-22	PELICAN 1	Full day	Round tab	20	2	46,500	38.75	1,860,000	1,550.00
2024-10-23	2024-10-23	PELICAN 1	Full day	Round tab	40	1	46,500	38.75	1,860,000	1,550.00
								-	-	-
								-	-	-
								-	-	-
								-	-	-
								-	-	-
								<b>Sub-Total</b>	3,720,000	3,100

Meal Plan	Time	Time	Setup Requirements
Dietaries	Not Required		Room Set Up <b>Banquet</b>
Menu selection	Rotational		Panel Set Up <b>Not Required</b>
Breakfast	Not Required		Podium <b>Not Required</b>
AM T. Break	Not Required		
Mid-Tea/Coffee	Yes		Entertainment, Décor and Miscellaneous
Lunch	Yes		A Backdrop banner Not Required
PM T. Break	Yes		Stage & Panel
Cocktail Reception			Pull Up Banners
Dinner			Table Decoration
			Music
			Audio Visual Requirements
Beverage Plan	Time		Projector/Screen
Beverage Select	Not Required		Sound System
Free Flow Package			Microphone
Open Bar			Lighting:
Corkage Fees			Other

<b>Invoice VAT Excluded</b>	7,287,288.14	5,580.51
VAT 18%	1,311,712	1,004.49
<b>Total Invoice VAT included</b>	<b>8,599,000</b>	<b>6,585</b>
USD Payment	-	-
Rwf Payment	-	-
<b>Outstanding Balance</b>	<b>8,599,000</b>	<b>6,585.00</b>

**Payment Instructions:**

Equity Bank Rwanda Limited  
 Account Name : M Apartment And Hotel Limited  
 Bank account numbers:  
 RWF:4004200813305  
 USD:4004200813309  
 Insert Swift Code: EQBLRWRW  
**MTN Mobile Money Details:**  
 \*182\*8\*1\*099044#

Comments:

M APARTMENT AND HOTEL  
 +250 799 300 888

KN 1 Ave, Nyarugenge, Kigali  
 TIN 108872384

[reservation@mhotelkigali.com](mailto:reservation@mhotelkigali.com)  
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## HOTEL GENERAL TERMS AND CONDITIONS:

### Rooms

1. Reservation: All reservations must be guaranteed by a valid credit card or full payment in advance. We reserve the right to cancel any reservation if the credit card provided is invalid or declined.
2. Cancellation Policy: Cancellations must be made at least 24 hours prior to the arrival date to avoid a penalty charge of one night's room rate. Some promotions may have different cancellation policies.
3. Check-in/Check-out: Check-in time is 2:00 PM and check-out time is 11:00 am. Late check-out may be available for an additional fee, subject to availability. For **EARLY DEPARTURE**: Guests who check out of the hotel prior to their scheduled departure date will be charged a fee equal to one night's room rate. The Departure date must be changed no later than check-in to avoid an early departure charge
4. Room Occupancy: Room occupancy is limited to the number of guests stated on the reservation confirmation. Additional guests may incur an extra charge.
5. Payment: Payment for all charges must be made in full upon check-out, Except those provided **LPO**. We accept major **credit cards** and **cash**. Or **LPO&Company cheques**, Personal cheques are **not accepted**.
6. Smoking Policy: Smoking is strictly prohibited in all guest rooms and public areas of the hotel. However special zones are available.
7. Damage Policy: Any damage to the hotel's property or furnishings will be charged to the guest.
8. Noise Policy: Excessive noise or disturbance will not be tolerated, and guests may be asked to leave without a refund.
9. Pets Policy: Pets are not allowed in the hotel, with the exception of service animals.
10. Safety and Liability: M Hotel is not responsible for any loss or damage to guest property, or for any injury or accident that occurs on M Hotel property.
11. Modification: These terms and conditions may be modified at any time without notice

### Events

1. Reservation: All event reservations must be guaranteed by a valid credit card or full payment in advance. We reserve the right to cancel any reservation if the credit card provided is invalid or declined.
2. Cancellation Policy: Cancellations must be made at least 48 hours prior to the scheduled event date to avoid a penalty charge of 50% of the total booking cost. Some promotions may have different cancellation policies.
3. Event Room Setup: M Hotel will provide a standard event room setup including chairs, tables, linens, and audiovisual equipment. Any additional requirements may incur an extra charge.
4. Payment: Payment for all charges must be made in full upon check-out, Except those provided **LPO**. We accept major credit cards and cash. Or **LPO&Company cheques**, Personal cheques are **not accepted**.
5. Food and Beverage: The hotel can provide catering services for the event upon request. Outside food and beverages are not permitted without prior approval from the hotel.
6. Damage Policy: Any damage to the event room or hotel's property will be charged to the guest's credit card on file.
7. Noise Policy: Excessive noise or disturbance will not be tolerated, and guests may be asked to leave without a refund.
8. Safety and Liability: M Hotel is not responsible for any loss or damage to guest property, or for any injury or accident that occurs on hotel property during the event.
9. Modification: These terms and conditions may be modified at any time without notice.

**Note: When you acknowledge this service order you agree to its Terms and conditions, you do so on behalf of your company/yourself and any person that you entitle or authorize to use this service .**

For children aged below 7 years, the accommodation is free of charge if the kid stays with his/her parents in a room with no additional bed.

Children over the age of 7 years and above In terms of prices of accommodation and meals are considered adults.

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