



SERVICE ORDER

Guest name: Lydia UWERA
 Company: TRINITY METALS
 Email: lydia.uwera@trinity-metals.com
 Tel Number: (+250) 780 592 201
 TIN Number:

Pax: 24
 Sales Person: Eric Kwizera
 Email: eric.kwizera@mhotelkigali.com
 Phone no: (+250) 798 979 457

Service order No: T10122024
 Segment: Residents
 G Arrival Date: 2024-12-12
 G Departure Date: 2024-12-13

Accommodation

Description	Checkin	Checkout	Room Quantity	Nights	Unit Price RWF	Unit Price USD	Total RWF	Total USD	
					-		-	-	
					-		-	-	
					-		-	-	
					-		-	-	
					-		-	-	
Comment:							Sub-Total	-	-

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							
2024-12-12	2024-12-13	INYANGE 1	Full day	Round tab	24		2	46,500	38.75	2,232,000	1,860.00
									-	-	-
									-	-	-
									-	-	-
									-	-	-
									-	-	-
Sub-Total										2,232,000	1,860

Meal Plan	Time	Time	Setup Requirements
Dietaries	Not Required		Room Set Up Banquet
Menu selection	Rotational		Panel Set Up Not Required
Breakfast	Not Required		Podium Not Required
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

Invoice VAT Excluded	1,891,525.42	1,576.27
VAT 18%	340,475	283.73
Total Invoice VAT included	2,232,000	1,860
USD Payment	-	-
Rwf Payment	-	-
Outstanding Balance	2,232,000	1,860.00

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
www.mhotelkigali.com



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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