

Kiuki Concierge

Membership Prospectus

Bespoke Lifestyle Management for Nairobi's Premier Residents.

At Kiuki Concierge, we believe that the ultimate luxury is a life lived without the friction of logistics. We provide a dedicated, high-discretion service designed to manage your household and personal needs with precision.

Please review our three membership tiers below and select the level of stewardship that best aligns with your lifestyle.

Tier 1: The Essentialist

For the busy professional or household requiring reliable execution of recurring tasks.

1. Monthly Retainer: Ksh 35,000/-
2. Hours Included: Up to 8 hours per month.
3. Response Time: Guaranteed execution within 24 hours.
4. Core Services:
 - Premium grocery sourcing
 - document transit,
 - dry cleaning management
 - basic "to-do" lists.

Best for: Ensuring the "basics" are handled perfectly every week.

Tier 2: The Prestige

1. Our most popular tier. Designed for families and residents who want their homes to run seamlessly.
 2. Monthly Retainer: Ksh 85,000
 3. Hours Included: Up to 25 hours per month.
 4. Response Time: Same-day service (for requests made before 10:00 AM).
 5. Core Services:
 - Includes everything in Tier 1, plus:
 - Vehicle Stewardship: Dealer service visits and refueling.
 - Vendor Supervision: Overseeing technicians (Internet, DSTV, Plumbing).
 - Property Wellness: Checks on empty properties/gardening oversight.
- Best for: Residents who want the mental load of home maintenance completely removed.

Tier 3: The Exquisite

- Total lifestyle immersion. This tier offers a dedicated partner for ultra-high-net-worth individuals and CEOs.

- Monthly Retainer: Ksh 150,000
- Hours Included: Priority access (up to 60 hours per month).
- Response Time: Immediate/Priority status.
- Core Services: Includes everything in Tiers 1 & 2, plus:
 - Bespoke Gifting
 - Private shopping
 - Travel & Event Logistics assistance.
 - Full lifestyle management
 - Administrative Proxy.
- Best for: Individuals requiring a highly professional "Right Hand" to manage a complex life.

Out Of Town Services

Scope of Services

- Professional handling of out-of-town errands and assignments
- Secure collection and delivery of documents or parcels
- Liaison with offices, institutions, and service providers
- On-site representation and follow-ups as required
- End of day reports and or end of errand reports.

Service Terms

- All travel costs, accommodation, and related logistics are covered by the client
- Service fees are based on task complexity and duration unless one is on a tier membership already.
- Engagements are scheduled by prior arrangement

Terms of Engagement

1. The Retainer: Membership fees are billed on the 1st of every month. Unused hours do not roll over, ensuring your priority slot remains reserved in our calendar.
2. The Purchase Float: All third-party costs (groceries, fuel, service fees) are settled via a pre-funded Purchase Float .
3. Exclusivity & Discretion: We limit the number of members in each tier to ensure that every client receives the "Kiuki Standard" of undivided attention.
4. Security: All errands are performed by vetted professionals. Your home security protocols and privacy are our highest priority.

How to Proceed

1. Select your preferred Tier.
2. Schedule your 15-minute Lifestyle Audit with Admin.
3. Sign the Service Agreement and fund your initial Purchase Float.
4. Consider it finished."