

# ZAWADI

**HAPPYBOX**  
Choose your gift!



**HAPPYBOX**  
*Choose your gift!*

# Our SMART *advices*



Book as soon  
as possible to  
get **more**  
choices and  
availability

If you have the  
possibility,  
choose a  
weekday activity  
**to be even more**  
pampered

Visit our  
website to  
check latest  
updates

# HOW DOES IT WORK?

## Steps to enjoying your HAPPYBOX



**ACTIVATE** your voucher early on [happybox.ke](#) in the register your voucher section



**SELECT** one experience from all those present in the booklet or on [happybox.ke](#)



**BOOK** your experience with the selected partner and share your voucher code, stating you have a HappyBox



**ENJOY** your experience

### Why activate your voucher early?

- Consult the validity status of your box (validity of 6 months from the date of purchase)
- Benefit from the loss and theft warranty

Each HAPPYBOX  
contains everyone's dream





Which one is yours?

# Where?

A selection of over 100 activities around **KENYA**



# What?

## WELL-BEING

30 experiences and more on [happybox.ke](http://happybox.ke)

p. 8 to 20

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## GASTRONOMY

40 experiences and more on [happybox.ke](http://happybox.ke)

p. 22 to 33

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## SPORTS & ADVENTURE

30 experiences and more on [happybox.ke](http://happybox.ke)

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*Discover your next experience*





WELL-BEING





Spa, Zen environments and trained professionals have been appointed for you. Discover rituals and many relaxing moments dedicated to your wellness, for an unforgettable break.



## HealthbyO

### NAIROBI • Karen/Muthaiga

Oriane is certified by the Yoga Alliance as a Senior Yoga teacher. She offers unique bio-individual plans of action to help you reach ultimate health and lifestyle. A mix between therapy and functional preventive medicine that covers all areas of your life from nutrition, to relationships, life purpose, career choice and more.

#### NOTE:

On appointment. All dates are subject to availability.

Depending on official sanitary measures, request for online classes.

#### YOUR GIFT

One-on-one bio-individual integrative nutrition and functional medicine health consultation based on your current symptoms. Followed by fast relief tools, supplement suggestions and specific handouts based on your unique symptoms.

#### BOOKING:

Contact Oriane by phone, stating you have a HappyBox.

WhatsApp: +254 735 096 348



## **Yoga Fitness**

### NAIROBI • Karen

Yoga Fitness is the perfect route to a happier healthier lifestyle. If you have never rolled out a mat before and think yoga is only for the super flexible, super strong and super savvy. We are here to dispel the myths and encourage you to take the first steps. Get started today, we are coming to your place!

#### **NOTE:**

**Open:** Monday to Friday: 7.00am-6.00pm, Saturday: 7.00am-12.00pm

All dates are subject to availability except during annual leave.

The yoga instructor moves to your home within Karen/Hardy.

#### **BOOKING:**

Contact Yoga Fitness by phone, stating you have a HappyBox.

Phone number: 0701 603 995

#### **YOUR GIFT**

Four private one-on-one yoga sessions tailor made to your goals and needs

or

Two private group yoga sessions up to 3 people



# Elizabeth Beauty Spot

## NAIROBI • Karen

Welcome to Elizabeth Beauty Spot. We understand that your time is precious and so have designed our treatments and salon environment to immerse you in an atmosphere of pure indulgence. When you want to relax and beautify yourself, come and spend some time with us in the quiet surrounding of Karen.

### NOTE:

**Open:** Monday to Saturday: 8.30am-6.30pm

### BOOKING:

Contact the Salon by phone, stating you have a HappyBox.

Phone number: 0716 713 649, 0733 719 196, WhatsApp: 0726 772 191  
Karen Park, Ngong Rd, NAIROBI

### YOUR GIFT

Deep tissue massage (1 hour),  
hydrating facial and pedicure  
- for 1

or

Reflexology session (40 min),  
Renewing skin deep cleansing  
and manicure - for 1

or

Deep tissue massage (1 hour)  
and Cathiodermie facial - for 1

or

Hydrating facial, gel tips,  
manicure and pedicure - for 1



## Olakira Spa

### NAIROBI • Kilimani

Imagine a place where time does not exist in the middle of the city. Where you can escape from daily pressures that leave you worn and tired. Where you can indulge your senses, raise your spirits, and replenish your soul. A day at the urban Olakira Spa is all of these things and more.

#### NOTE:

**Open:** Monday to Sunday: 9.00am-7.00pm  
Closed from 25<sup>th</sup> to 27<sup>th</sup> December and on 1<sup>st</sup> January

#### YOUR GIFT

Back facial, full back massage,  
and Indian head massage  
(95 min) - for 1

or

Reflexology (healing) and  
ultra-brightening facial  
(105 min) - for 1

#### BOOKING:

Contact the Spa by phone, stating you have a HappyBox.

Phone number: 0715 138 885  
Chaka Place, 3<sup>rd</sup> floor, Argwings Kodhek Rd, NAIROBI



## Copacabana Salon

NAIROBI • Lavington

Family friendly salon specialised in catering services for men, women and kids. All under one roof we have a secluded barber shop, ladies area and separate kids salon fully equipped with toys & kids TV programs. Copacabana Salon offers a moment of wellbeing for everyone.

### NOTE:

**Open:** Monday to Sunday: 8.00am-7.00pm

### BOOKING:

Contact the Salon by phone, stating you have a HappyBox.

Phone number: 0743 315 953  
Valley Arcade, Gitanga Rd, NAIROBI

### YOUR GIFT

Hair retouch, eyebrows, manicure and pedicure (gel polish) - for 1

or

Hair retouch, hair treatment and pedicure (gel polish) - for 1

or

Braiding (excluding braids), eyebrows, manicure and pedicure (gel polish) - for 1

or

Hair treatment, manicure and pedicure (normal polish) - for 2

With a welcome coffee or tea

WELL-BEING



## Tjays Salon and Spa

NAIROBI • Lavington

Welcome to Tjays Salon and Spa, the highly regarded beauty spa and nail salon based in Nairobi. Come, refresh, refocus, relax your mind, body and soul with wonderful relaxing massages, hair treatment or facial therapy. At Tjays Salon and Spa you can also experience and loose yourself to the natural fish pedicure.

### NOTE:

**Open:** Monday to Sunday: 8.30am-8.00pm

### BOOKING:

Contact the Spa by phone, stating you have a HappyBox.

Phone number: 0732 298 999  
910, James Gichuru Rd, NAIROBI

### YOUR GIFT

Head and shoulder massage (40 min), Matis deep cleanse facial and access to steam sauna (15 min) - for 1

or

Swedish massage (1 hour) and access to steam sauna (15 min) - for 2

or

Fish pedicure and manicure (normal) - for 2



## Acacia Studio

NAIROBI • Westlands

We are a professional yoga studio offering a variety of classes for beginner, intermediate and advanced practitioners. We offer vinyasa flow, power, ashtanga, restore, yin, barre, kids, and pre- and post-natal classes, in studio and now online! In addition, we have an experienced masseuse and an orthopaedic manual therapist.

### NOTE:

**Open:** Monday to Wednesday: 8.00am-7.30pm,  
Thursday: 7.00am-8.15pm, Friday: 8.00am-7.15pm,  
Saturday: 10.45am-3.15pm, Sunday: 9.30am-3.30pm  
**Closed:** from 24<sup>th</sup> to 26<sup>th</sup>, 31<sup>st</sup> December and on 1<sup>st</sup> January

### BOOKING:

Contact the Studio by phone, stating you have a HappyBox.

Phone number: 0721 111 141  
Viking House, 3rd floor, Waiyaki Way, NAIROBI

### YOUR GIFT

Two weeks unlimited yoga classes plus 4 virtual classes - for 1

or

Two weeks unlimited yoga classes and a holistic massage (1 hour) - for 1



## Revitalize Wellness Center

NAIROBI • Westlands

Revitalize Wellness Centre is a state of art facility offering Gym Fitness, Spa treatment, Salon services, and Café. We have the support and services you need to achieve your health goals. We use products that are clinically proven, scientifically tested, and bring advanced nutrition to your skin.

### NOTE:

**Open:** Tuesday to Sunday: 11.00am-8.00pm

### YOUR GIFT

A stress away massage and a mini facial (80 min) - for 1

WELL-BEING

### BOOKING:

Contact the Salon by phone, stating you have a HappyBox.

Phone number: 0703 333 999  
Movenpick Hotel, Mukungu Close, NAIROBI



## Bliss Beauty Spa NAIVASHA

Bliss Beauty Spa strives to heal your body and relax your mind, reducing stress and restoring your calmness. Our aim is to keep our precious services of utmost quality while keeping visitors satisfied with our service. Our therapies combine ancient African wisdom with modern expertise and are performed by skilfully trained therapists.

### NOTE:

**Open:** Monday to Sunday: 8.30am-7.00pm

### BOOKING:

Contact the Spa by phone, stating you have a HappyBox.

### YOUR GIFT

Deep tissue massage (1 hour) and hydrating facial - for 1

or

Antirinkle facial and coffee scrub - for 1

or

Normal facial, body wrap and scrub - for 1

or

Hot stone massage (90 min) and normal facial - for 1

Discover our  
latest updates on  
[happybox.ke](http://happybox.ke)



A close-up photograph of a wooden table set with various appetizers. In the foreground, a shallow bowl contains a green leafy salad with some croutons. Behind it, a larger white plate is filled with black and green olives, each skewered with a small wooden toothpick. To the right, a dark-colored bowl holds a creamy, yellowish dip or spread. The lighting is warm and focused on the food, creating a cozy, gastronomic atmosphere.

GASTRONOMY





Need to reconnect with friends or to spend time as a couple ? So treat yourself with our selection of good meals and KENYA's famous gourmet tables. A variety of tastes for everyone!



## Wild Catch NAIROBI

Wild Catch is a company based in Nairobi providing quality seafood and fish at affordable prices with a door to door delivery services respecting the cold chain supply.

### NOTE:

**Open:** Monday to Saturday: 10.00am-4.00pm  
Closed on public holidays and annual leave

Delivery within NAIROBI included - order at least 2 days in advance

### BOOKING:

Contact the Partner by phone, stating you have a HappyBox.

Phone number: 0769 600 083

### YOUR GIFT

Home Fish\* experience (packed and prepared) including:

- 1 Kg of seasonal fish fillet (Parrot Fish, White Snapper, Rock Cod, Red Snapper, King Fish, or Malindi Sole)
- 1 Kg of fish steak (King Fish, White Snapper, or Tuna)
- 1 Kg of sea food (Lobster, Prawns, Calamari, Octopus)
- 500 g of fish fingers
- 8 sea food samosas

*\*the type of fish may vary with the season*



## Pizzaiolo

NAIROBI • Karen

Discover a place of conviviality, in the heart of Karen with a festive atmosphere! Take a seat in a pleasant and modern setting, enjoy dishes to share with friends and savour good wine while listening to modern music. You will discover a large choice of tasty pizzas.

### YOUR GIFT

One starter, 1 dessert, 1 glass of house wine each and 2 pizzas to share - for 4

**NOTE:**  
**Open:** Tuesday to Saturday: 10.00am-10.00pm

### BOOKING:

Contact the Restaurant by phone, stating you have a HappyBox.

Phone number: 0720 447 447  
Opp St. Christopher's School, Ngong Road, NAIROBI



## La Terrazza

### NAIROBI • Kilimani

La Terrazza Italian Restaurant, Lounge & Art Gallery offers its guests a unique Italian experience and a scenic view of Kilimani area that is beautifully lit under the night sky. Guests get the opportunity to visit a beautiful art gallery and at the same time get authentic and flavourful Italian cuisine paired with wine from the heart of Italy.

#### NOTE:

**Open:** Monday to Thursday: 12.00pm-10.00pm,  
Friday to Sunday: 12.00pm-10.30pm

#### BOOKING:

Contact the Restaurant by phone, stating you have a HappyBox.

Phone number: 0748 101 503  
4th floor, Green House Mall, Ngong Road, NAIROBI

#### YOUR GIFT

One main course (beef or chicken) and 1 glass of house red or white wine each - for 4

or

Three course meal: 1 platter of mix salumi and formaggi to share, 1 main course (beef, chicken or pasta), 1 dessert each and 1 litre of red or white house wine - for 2



## Decanter Catering

NAIROBI • Lavington

Decanter Catering provides a quality service with the finest ingredients from local suppliers wherever possible. Our chef will pamper you and your guests with delicious food freshly prepared for all occasions, breakfast, lunch, appetizer, and dinner. You can relax, we will handle your next event.

### NOTE:

**Open:** Monday to Saturday: 8.00am-7.00pm

Delivery within NAIROBI included - order at least 3 days in advance

### BOOKING:

Contact the Partner by phone, stating you have a HappyBox.

Phone number: 0791 496 989  
Valley Arcade, Gitanga Rd, NAIROBI

### YOUR GIFT

Appetizer for 4: a selection of 32 items (8 beef skewers, 8 chicken skewers, 8 smoked salmon blinis and 8 rice paper rolls), crackers & guacamole, 8 macarons, 4 mini-eclairs and a carefully selected bottle of wine (red or white)

or

Appetizer for 8: a selection of 40 items (8 beef skewers, 8 chicken skewers, 8 smoked salmon blinis and 8 rice paper rolls, 8 cheese allumettes), crackers & guacamole, 16 macarons and 8 mini-eclairs



## La Dolce Vita

NAIROBI • Muthaiga

La Dolce Vita is the perfect balance of elegance, comfort and delicacy made us popular throughout Nairobi. We serve authentic Italian cuisine, like homemade pasta, seafood, meat dishes and pizzas baked in a brick wood-burning oven. Our attentive and professional service will make each of your moments here unique.

### NOTE:

**Open:** Monday to Sunday: 12.00pm-10.30pm

### BOOKING:

Contact the Restaurant by phone, stating you have a HappyBox.

Phone number: 0722 624 100, 0734 291 670  
Muthaiga Shopping Centre, Limuru Rd, NAIROBI

### YOUR GIFT

One pizza from standard menu  
each and 1 bottle of wine\*  
- for 2

or

One main dish each (Grigliata  
pescatore or Grigliata mista)  
and 1 bottle of wine\*- for 2

or

One pizza from standard  
menu, 1 glass of house wine or  
1 beer each and ½ litre of  
water - for 4

or

One pizza from standard menu  
and 1 dessert each - for 4

\*from a special selection



## Le Decanter

NAIROBI • Westlands

Our goal is to distribute wines of classic beauty, wines with balance, complexity and harmony. Our signature wines are from some of the most renown areas with centuries of wine making knowledge and revered by top connoisseurs.

### NOTE:

All dates are subject to availability from Monday to Friday.  
Wine tasting: within Nairobi - starting time between 5.00pm-7.00pm,  
last for about 2 hours - Please book at least 7 days prior.

### BOOKING:

Contact the Partner by phone, stating you have a HappyBox.

Phone number: 0729 867 403  
ABC PLACE, Waiyaki Way, NAIROBI

### YOUR GIFT

Wine tasting within Nairobi led by a wine connoisseur composed of:

One Champagne, 2 white, 1 rose and 2 red wines with paired canapes - for 2 to 5\*

or

One Champagne, 2 white, 1 rose and 2 red wines with local cheese platter and crackers - for 8 to 10\*

or

Four Champagnes tasting with paired canapes - for 2 to 5\*

\* Wines may change depending on stock availability



# The Local Grill

## NAIROBI • Runda

The Local Grill Kenya continues the legacy set by our South African counter-parts in 2002. We have been fortunate to share our beef journey with many farmers, butchers and customers around Kenya. Our menu and beef preparation pays homage to the excellent quality of beef genetics and the standards set by Kenya's best beef farmers.

### NOTE:

**Open:** Monday to Wednesday: 11.30am-9.30pm,  
Thursday to Saturday: 11.30am-10.30pm

### BOOKING:

Contact the Restaurant by phone, stating you have a HappyBox.

Phone number: 0757 130 061  
Village Market, NAIROBI

### YOUR GIFT

Three-course meal to choose from set menu\* and 1 glass of red house wine each - for 2

*\*Starters: grilled octopus, beef carpaccio, beef cheeks or local salad*

*Main courses: grilled grassfed rump, grilled grassfed sirloin, chicken breasts or wild mushroom risotto*

*Desserts: affogato ice-cream or chocolate fondant*



## Kobe Suite Resort

### WATAMU

With a tropical garden and a private beach area, Kobe Suite Resort is one of the most beautiful places of the Kenyan coast. We offer a Mediterranean cuisine which meets local flavors for an authentic food experience accompanied by the beauty of nature and the landscape.

#### NOTE:

**Open:** Monday to Sunday: 9.00am-10.00pm  
Annual closure: from 31<sup>st</sup> March to 1<sup>st</sup> August

#### YOUR GIFT

Three-course meal : fish of the day carpaccio marinated with lime, grilled seafood platter with lobster, prawns and calamari and lemon sorbet each - for 2

GASTRONOMY

#### BOOKING:

Contact the Restaurant by phone, stating you have a HappyBox.

Phone number: 0722 658 951  
Turtle Bay Road - Plot 40, WATAMU

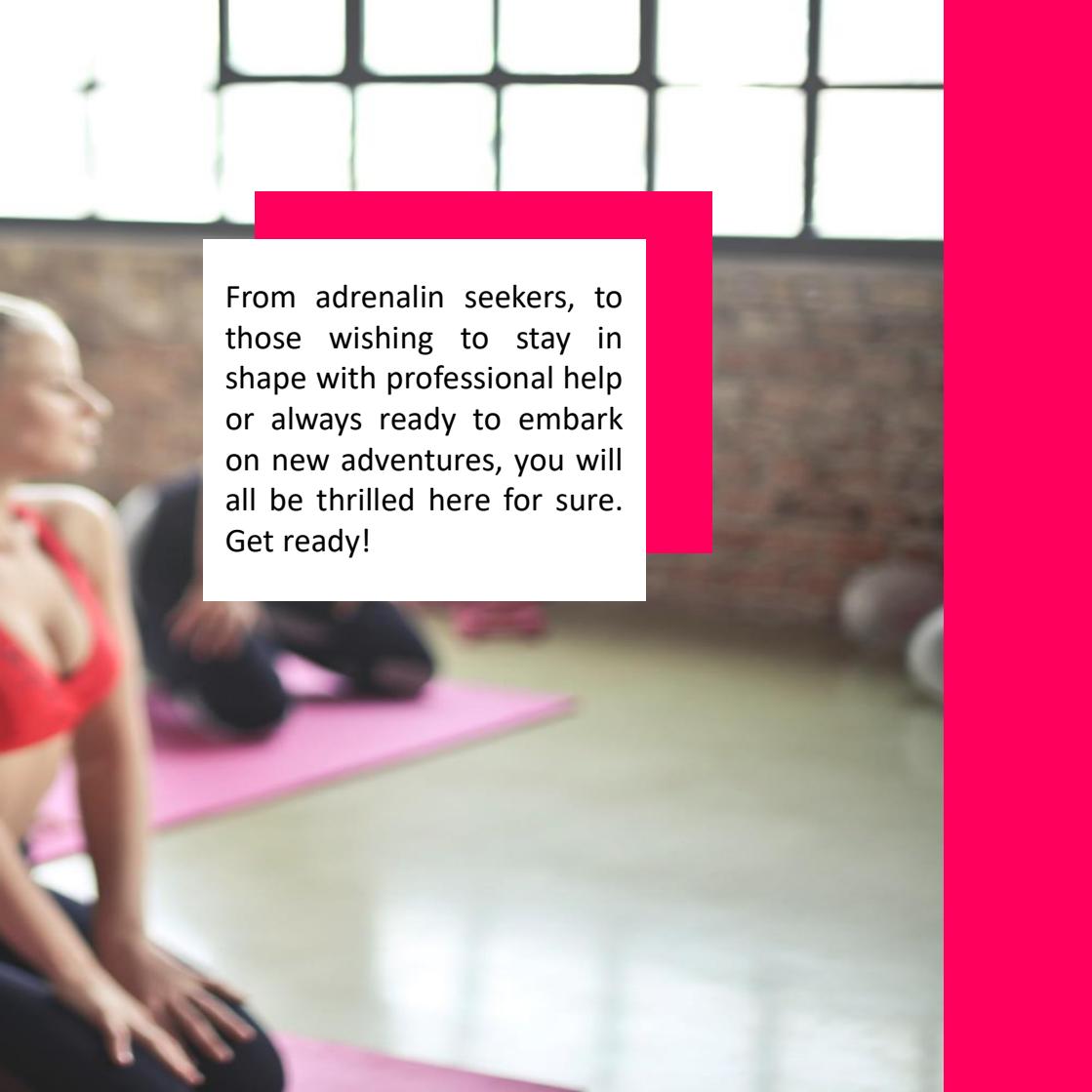


A dynamic photograph of a man with dark curly hair, wearing a red and black tank top and blue shorts, performing a backflip on a sandy beach. He is captured mid-air, with his body arched and legs bent. A large spray of white sand and water droplets surrounds him against a bright blue sky. The ocean waves are visible in the background.

SPORTS &  
ADVENTURE



PantsOff®

A blurred background photograph of a woman in a red sports bra and black leggings, sitting on a pink mat and looking towards the right. A large white rectangular box with a red border is overlaid on the upper left portion of the image, containing text.

From adrenalin seekers, to those wishing to stay in shape with professional help or always ready to embark on new adventures, you will all be thrilled here for sure. Get ready!



## Active Motion Kenya

### NAIROBI

As an active travel company, we offer tours in the most natural environments in cycling, hiking, camping, birding and walking across Kenya. All you need are your hiking boots and you will get a true sense of what living active and healthy lives is all about.

#### **NOTE:**

**Open:** Monday-Saturday: 8.00am-5.00pm

Availability depending on scheduled excursions

Included when applicable: Roundtrip transport from Nairobi, Park entry fees (resident), Guiding fee, Professional photography

#### **BOOKING:**

Contact the Partner by phone, stating you have a HappyBox.

Phone number: 0723 419 114

#### **YOUR GIFT**

One day Hiking Expedition for 2:

Kereita Forest (4-6 hours)

or

Elephant Hill – Aberdare Range  
3600m (6-8 hours)

or

The Waterfalls - Kijabe River  
(7-8 hours)

or

Eburu Forest (5-6 hours)

Complementary: snack and water (1L)



## Bella Safaris

### NAIROBI

As a Safaris company based in Kenya, Bella Safaris delivers outstanding adventure travel experiences around the country. We strive to deliver the best service in the industry and our teams provide you with support every hour of the day. Choose from the cool and handpicked trips right now!

#### NOTE:

**Open:** Monday to Saturday: 8.00am-5.00pm

Availability depending on scheduled excursions

Included when applicable: Park entry fees for residents and citizens

#### BOOKING:

Contact the Partner by phone, stating you have a HappyBox.

Phone number: 0719 888 008

Koinange Street, NAIROBI

#### YOUR GIFT

A morning or afternoon game-drive (5 hours) in the Nairobi National Park - for 2: shared transport in pop-up top 4x4 Jeep, pick up/drop off within Nairobi and shared water/canned soda

or

Ziplining, Kereita Forest - for 1:  
Ziplining (2 lines),  
Nyamachoma buffet lunch,  
mineral water, shared  
transport from Nairobi

SPORTS &  
ADVENTURE



# CAN YOU ESCAPE?



## Escape Room Kenya

NAIROBI • Karen

Escape Room Kenya offers a fun “thinking outside the box” game in Nairobi for all kinds of groups (team building, birthday groups, social occasions, family activities, etc.). Players are challenged to work together to escape from a special puzzle room.

### YOUR GIFT

One game (1 hour) in one of the 3 rooms (Poacher's Lair, Submarine, or Inventor's Workshop) - for 4

#### NOTE:

**Open:** Wednesday to Sunday: 11:00am-8.00pm

#### BOOKING:

Contact the Partner by phone, stating you have a HappyBox.

Phone number: 0796 110 706  
320 Ngong Road, NAIROBI



# Core Vibrations Health Studio

## NAIROBI • Kitisuru

We are a fitness centre that uses Power Plate® technology and personalised fitness programs to help you achieve your body goals faster. We also offer physiotherapy treatment for people recovering from injuries, as well as those with bone and muscle pain. Book for fitness session TODAY!

### NOTE:

**Open:** Monday to Friday: 7.00am-7.00pm,  
Saturday: 8.00am-5.00pm

### BOOKING:

Contact the Studio by phone, stating you have a HappyBox.

Phone number: 0734 298 281, 0791 551 357  
Kitisuru Place, 2<sup>nd</sup> floor, Gethatura Rd off Ngecha Rd, NAIROBI

### YOUR GIFT

Four workout sessions using Power Plate® - for 1

or

Eight fitness classes (Aerobics, Yoga and Zumba) - for 1

or

Three Physiotherapy treatment sessions - for 1

or

Two workout sessions using Power Plate® - for 2

or

Four fitness classes (Aerobics, Yoga and Zumba) - for 2

**SPORTS & ADVENTURE**



## Jaffery Football Turf

NAIROBI • Lavington

A brand-new state of the art astroturf arena at Nairobi Jaffery Sports Club. The multi-use facility is of the highest quality artificial turf certified by FIFA. Enjoy amateur and professional sports in a family friendly environment with a variety of additional sports and recreational facilities at the club.

### YOUR GIFT

Full pitch rental for 3 hours of playing time during the off-peak period (all weekend and weekdays before 5.00pm)

#### NOTE:

**Open:** Monday to Sunday: 6:00am-10.00pm

#### BOOKING:

Contact the Partner by phone, stating you have a HappyBox.

Phone number: 0768 045 360  
Nairobi Jaffery Sports Club, Naushad Merali Drive, NAIROBI



## New Muthaiga Horse Riding Stables

NAIROBI • Muthaiga

New Muthaiga Horse Riding Stables are a horse-riding school that offer horseback riding excursions and lessons for all. Come to our club to meet our lovely horses and ponies. Our experienced guides are ready to help you get trotting!

### NOTE:

**Open:** Monday to Sunday: 8.00am-5.00pm  
Closed on 25<sup>th</sup> December

All ages from 3 years and above are welcome.

### BOOKING:

Contact the Partner by phone, stating you have a HappyBox.

Phone number: 0721 421 728, 0788 291 896  
Manga close, off Kirawa Rd, Kitusuru, NAIROBI

### YOUR GIFT

Two horse excursions (2 hours)

- for 1

or

Four lessons (45 min) - for 1

or

One horse excursion (2 hours)

- for 2

or

Two lessons (45 min) - for 2



## Zuzu Kids Club

### NAIROBI • Muthaiga

Zuzu Kids Club offers kids guided rides to Karura Forest. Our professional guides will get your kids to the best trails in the forest while keeping them safe too. These rides are a funny way to improve their cycling style.

#### NOTE:

**Open:** Tuesday to Saturday: 10.00am-5.00pm,  
Sunday: 11.00am-4.00pm

Guided rides: ages from 6 to 16 - personal bike and helmet to bring

#### BOOKING:

Contact the Partner by phone, stating you have a HappyBox.

Phone number: 0748 989 801  
Zuzu Bike Shop, United Nations Avenue, NAIROBI

#### YOUR GIFT

Eight guided kids bike rides in Karura on Saturday morning (2 hours) - for 1\*

or

Four guided kids bike rides in Karura on Saturday morning (2 hours) - for 2\*

or

Two guided kids bike rides in Karura on Saturday morning (2 hours) - for 4\*

*\*valid for 6 months from the date of the first ride*

Complementary: water and donut



## Bio-Ken Snake Farm

### WATAMU

As a farm, we keep snake for medical research and for the preparation of anti-venom. We provide it to treat victims of poisonous snake-bite. We are open to visitors who want to come and have a look at some of the reptiles Kenya has to offer.

#### NOTE:

**Open:** Monday to Sunday: 10.00am-12.00pm & 2.00pm-5.00pm

#### BOOKING:

Contact the Farm by phone, stating you have a HappyBox.

Phone number: 0707 577 748

Jacaranda Rd (2 km north of Watamu Junction), WATAMU

#### YOUR GIFT

Entrance to the farm with a guided tour and a milking demonstration - for 4

or

Entrance to the farm with a guided tour - for 4 and 2 Tee-shirts

or

Entrance to the farm with a guided tour - for 8

# Terms and Conditions

HappyBox issues vouchers to its customers via its website. Each voucher is an opportunity to suggest an appropriate set of experiences for the recipient of the voucher. Whilst every effort is made to ensure the descriptions and pictures contained within the website and on the vouchers are a true reflection of the events in respect of which the voucher may be redeemed, these do not form part of a contract. If on contacting the Partner to redeem your voucher you feel that the activity taking place no longer accurately represents the activity shown on the HappyBox website or the vouchers, please contact the Customer Service and share this concern with our teams. Once a specific date has been booked, you will automatically become bound by the terms and conditions that individual Partners may have. Please note that experiences are subject to change without notice. This does not affect your statutory rights.

## 1. Prices

The prices of specific experiences against which vouchers can be redeemed which are displayed on our website are correct to the best of our knowledge and maintained on a daily basis. In the event of a voucher being issued at or redeemed against an accidental incorrect price, we will endeavour to inform the purchaser of the error within seven (7) days of the voucher purchase / voucher redemption being made, we will allow the recipient to either obtain a full refund against the voucher or choose to pay the additional difference in price. Promotional discount codes can only be redeemed against certain HappyBox experiences.

## 2. Availability

HappyBox sells vouchers which are valid for six (6) months from the date of issue (unless otherwise stated) and each recipient is free to book their preferred date for their chosen experience. The experiences in respect of which vouchers may be redeemed are subject to availability and in some cases, subject to weather conditions on the day. In order to avoid disappointment, we recommend that you book the experience in respect of which the voucher will be redeemed well in advance and DO NOT organise travel or accommodation until the booking has been confirmed by the Partner.

## 3. Booking

Please do not arrive at a venue expecting to redeem your voucher without first making a booking with the Partner. HappyBox will not be held liable for any costs incurred if you do not follow the procedure set out in these Terms and Conditions and in your voucher pack.

## 4. Event Duration

Details of event duration given on the website or the voucher are to be used as a guide only. Most events will be 'open' days, meaning that other members of the public will be taking part too. This could mean taking your turn with other members of the public. The information on our website and voucher is meant as an indication of what to expect at the session in respect of which your voucher is redeemed. As HappyBox vouchers can be redeemed in return for multi-location experiences, session lengths, agendas, vehicles used, numbers of participants and other factors specific to that experience may vary from location to location. Delays, curtailments and breakdowns are not within our control and therefore we cannot be held liable.

## **5. Safety**

The undertaking of these activities may involve some personal risk. With some events you may be required to sign a disclaimer on the day, please read these documents carefully. Some personal insurance policies may not cover some of the experiences in respect of which our vouchers may be redeemed. Please check with the Partner and your insurer well in advance of your day. Note that Partners usually require participants to comply with specified safety procedures. Please listen and take note if they ask you to do something - it is usually for your own safety.

## **6. Validity**

Each voucher is valid for a maximum of six (6) months from the date of purchase unless otherwise stated. A voucher will be deemed to be invalid if it is out of date (the validity date is clearly stated on the HappyBox website once the user has activated his voucher). Vouchers can only be extended if they are still inside their expiry date, if they have not been previously used, and if the experience is still available from the supplier. If the activity in respect of which the voucher is to be redeemed has increased in price, the customer will also need to pay the difference in price. All experiences should be booked and taken before the expiry date available on the HappyBox website.

## **7. Choosing the right experience**

Many of the vouchers offered may be redeemed for experiences which have some type of restriction applied to them; these restrictions are not decided by us but by the individual Partner. These restrictions could include age, health, physical and size restrictions. Please read all the information provided for each experience, to ensure that your initial suggested voucher is the right one for the recipient. If you are unsure of the suitability of a particular event, please contact the HappyBox Customer Service Team, [customerservices@happybox.ke](mailto:customerservices@happybox.ke), with your query and we will advise you accordingly. Alternatively, you can contact our customer service by phone: +254 112 454 540.

## **8. Complaints**

The easiest way to resolve any problems that you may experience is to speak to the Partner on the day. They will ensure that any issues are rectified. If you are still not satisfied, please send in details of your complaint (including your voucher reference number and the name of the person you spoke to on the day) to: HappyBox Customer Service Team, [customerservices@happybox.ke](mailto:customerservices@happybox.ke), alternatively, you can contact our customer service by phone: +254 112 454 540. Please remember that the Partner will have the opportunity to respond as well. Similarly, we would like to hear any positive feedback. Email us on [customerservices@happybox.ke](mailto:customerservices@happybox.ke).

### **Mediation and conciliation**

Where the complaint is not addressed satisfactorily by the Partner, you agree to mediation and conciliation prior to pursuing to other dispute resolution mechanisms under this agreement.

### **Arbitration**

Should parties not resolve their dispute amicably as provided in this clause 8, within fourteen (14) days such a dispute, difference or question touching upon the construction of this Agreement shall be referred to the decision of a single arbitrator to be agreed between the parties within fourteen (14) days. In the event that parties are unable to agree on an arbitrator one shall be appointed at the request of either of the parties by the chairman for the time being of the institute of Chartered Arbitrators – Kenya Branch in accordance with and subject to the provisions of the Arbitration Act (Cap 49 Laws of Kenya) or any statutory modification or re-enactment thereof for the time being in force:

- a. To the extent permissible by Law, the determination of the Arbitrator shall be final, conclusive and binding upon the Parties hereto
- b. Pending final settlement or determination of a dispute, the Parties shall continue to perform their subsisting obligations hereunder.
- c. Nothing in this Agreement shall prevent or delay a Party seeking urgent injunctive or interlocutory relief in a court having jurisdiction

## **9. Cancellations**

Once you book a specific date with a Partner you are bound by their terms and conditions regarding cancellations. Once a date is confirmed with a Partner it is not possible to change this date unless the Partner agrees to the change. In the event of a Partner accepting a cancellation, not a simple change in date, HappyBox will, where applicable, provide you with a newly generated voucher code in the limit of one (1) exchange. Where a date cannot be altered by a Partner it will not be possible to issue a refund. In the unlikely event that one of our Partners needs to cancel the experience after you have booked a date, they will contact you. We strongly recommend however, that you contact the Partner on the day before you depart for your experience. In the event of cancellation, HappyBox will not be held liable for the cost of lost insurance premiums, travel expenses, pre-booked accommodation costs or any other costs incurred.

## **10. Partners & liability**

When redeeming your voucher and booking an experience with a Partner you will be entering into a separate agreement with the Partner and will be bound by their own terms and conditions, including any restrictions applied by that Partner. Although HappyBox has sought to select highly experienced Partners of 'once in a lifetime' experiences, HappyBox cannot be responsible for the safety standards or the quality or delivery of the experience, or any loss or damage suffered by you whilst participating in the experience for which the Partner shall be solely responsible. By purchasing a HappyBox voucher and, booking an experience with a supplier, you acknowledge that the experience in respect of which the voucher will be redeemed is dependent on certain factors beyond the control of HappyBox and you agree that neither HappyBox nor any Partner shall be liable for the cancellation, postponement or alteration of any experience for reasons beyond its reasonable control, including weather-related reasons, mechanical failure, location changes or otherwise. We do not undertake any technical examination of equipment, facilities or services in order to minimise personal risk. If mechanical machinery breaks down, you should ask the Partner for reasonable substitutions without notice. The total liability of HappyBox for any claim whatsoever in connection with the HappyBox voucher or any experience in respect of which a voucher is redeemed shall be limited to the price paid for the experience voucher. We have tried to ensure that the descriptions and images used on all marketing material are accurate. However, images are intended to give a general idea of the experience described and do not form part of any contract between the purchaser and / or the recipient of the voucher and HappyBox.

## **11. Spectators**

Most Partners will allow you to bring spectators to watch you participate in your selected experience. When redeeming your voucher and booking your date please inform the Partner that you wish to bring other people. Some Partners may request a nominal payment for spectators. Spectators are required to comply with the Partners' terms, conditions and expectations of conduct. Any spectators deemed under the influence of drugs or alcohol will not be permitted on site.

## **12. Vouchers**

The voucher is invalid if it has been tampered with or defaced. HappyBox accepts no responsibility for lost or stolen vouchers. Please keep the vouchers in a safe place and protect them as you would money. We urge you to activate your voucher on <https://happybox.ke> as soon as possible in order to benefit from our loss and theft warranty.

## **13. Discount Codes**

Discount codes are issued subject to availability and can be withdrawn without notice at any time. Only one discount may be used per order and these cannot be used against exchanges, extensions, delivery, gift packs or any other facility provided by HappyBox. Discounts can only be applied to internet orders on <https://happybox.ke>. Discount codes cannot be used when exchanging experience vouchers or when redeeming credit vouchers and money vouchers. HappyBox reserves the right to stop discount codes being used against specific products.

## **14. Social Network Guidelines**

User Conduct: You agree not to upload, post, email or otherwise transmit: (a) any User Content or other data that is false, inaccurate, unlawful, harmful, threatening, abusive, defamatory, vulgar, obscene, invasive of another's privacy, hateful, or that otherwise degrades or intimidates an individual or group of individuals on the basis of religion, gender, sexual orientation, race, ethnicity, age or disability; (b) any unsolicited or unauthorised advertising, promotional materials, "junk mail," "spam," or any other form of solicitation; or (c) any material that contains software viruses or any other computer code, files or programs designed to interrupt, damage, destroy or limit the functionality of any computer software or hardware or telecommunications equipment.

Content posted by you: You acknowledge that you are responsible for all the information, data, text, software, photographs, graphics, video, messages and other materials ("User Content"), whether publicly posted or privately transmitted, which you upload, post, email or otherwise transmit via the website and/or social network services. With respect to all User Content you elect to post, you grant us the royalty-free, perpetual, irrevocable, non-exclusive and fully sub-licensable right and license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, perform and display such User Content (in whole or part) worldwide and/or to incorporate it in other works in any form, media, or technology now known or later developed. We shall have the right (but not the obligation) in our sole discretion to refuse, move or remove any User Content that violates these terms and conditions or is otherwise objectionable.

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