

The image is a vertical collage. The left side features a large photo of a wooden table with various dishes: a bowl of soup with vegetables and meat, a plate of rice with fried chicken, a bowl of rice with herbs, and a small glass of lemon water. An orange banner with the word 'KIPAWA' is overlaid on the top of this section. The right side has two smaller photos: the top one shows a person standing on a rocky mountain peak with mountains in the background, and the bottom one shows a stack of smooth, grey stones on a mossy surface with green grass in the background.

KIPAWA

[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?

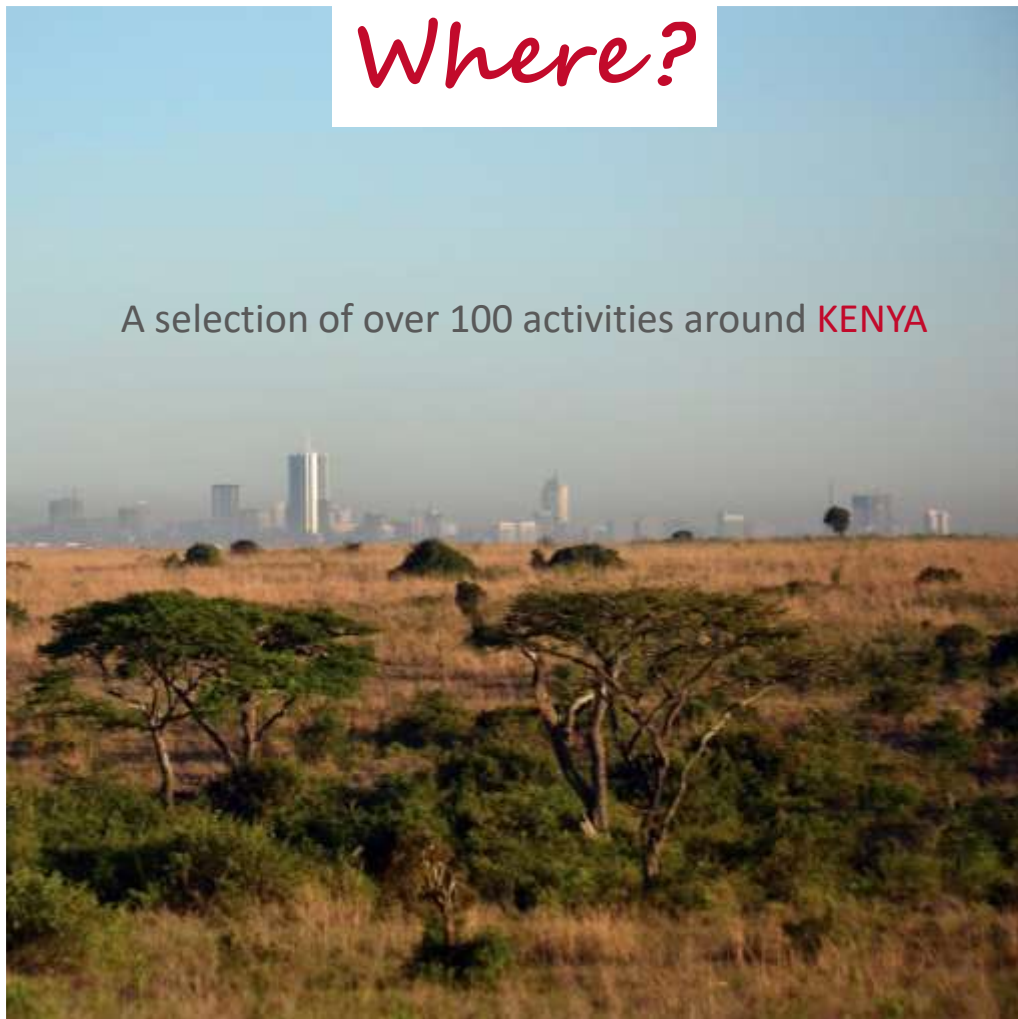
- Consult the validity status of your box (validity of 6 months from the date of purchase)
- Benefit from the loss and theft warranty

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

p. 8 to 20

GASTRONOMY

40 experiences and more on happybox.ke

p. 22 to 33

SPORTS & ADVENTURE


30 experiences and more on happybox.ke

p. 34 to 45

Discover your next experience



WELL-BEING

A photograph of a white and yellow plumeria flower resting on a light-colored stone ledge. In the background, a swimming pool with clear blue water is visible, and a white pillar stands near the pool's edge. The scene is bright and serene, suggesting a tropical or resort setting. A yellow rectangular graphic element is positioned behind the text box on the right side of the image.

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 except during annual leave.

Depending on official sanitary measures, request for online classes.

BOOKING:

Contact Oriane by phone, stating you have a HappyBox.

WhatsApp: +254 735 096 348

YOUR GIFT

One-on-one yoga and meditation session (75 min)
- for 1
or

One yoga session (75 min):
active, recovery or Yoga Nidra
- for 2

or

One yoga session in a
scheduled class (Karen or
Muthaiga) - for 3

or

One individual holistic health
consultation



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



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, 0726 772 191
Karen Park, Ngong Rd, NAIROBI

YOUR GIFT

Head massage (20 min) and normal facial - for 1

or

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

or

Gel polish manicure and pedicure - for 1

or

Foot massage (1 hour) and coffee scrub - 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 these things and more.

NOTE:

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

BOOKING:

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

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

YOUR GIFT

Chocolate pedicure - for 2

or

The Olakira man haircut, minifacial and hand grooming - for 1



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, lady's 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 treatment and manicure
or pedicure (normal polish)

- for 1

or

Braiding (not including braids)
and manicure (normal polish)

- for 1

or

Manicure or pedicure
(1 normal polish, 1 gel polish)

- for 2

With a welcome coffee or tea



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
906, James Gichuru Rd, NAIROBI

YOUR GIFT

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

or

Head and shoulder massage
(40 min) and pedicure
(paraffin) or manicure
(paraffin) - for 1

- for 1

or

Fish pedicure and manicure
(normal) - for 1

WELL-BEING



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 24th to 26th, 31st December and on 1st January

BOOKING:

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

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

YOUR GIFT

One week unlimited yoga
classes and 2 virtual classes
- for 1

or

One week unlimited yoga
classes and 1 back, neck and
shoulder massage (30 min)
- 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

BOOKING:

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

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

YOUR GIFT

Classic manicure (30 min),
classic pedicure (1 hour) and
an electronic back massage
through out the session - for 1

WELL-BEING



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.

Phone number: 0734 604 428, 0726 772 191
Buffalo Mall, NAIVASHA

YOUR GIFT

Head massage (20 min) and
normal facial - for 1

or

Deep tissue massage (30 min)
and cellulite scrub - for 1

or

Swedish massage (1 hour) and
eye treatment - for 1

or

Coffee scrub, manicure and
pedicure - for 1

Discover our
latest updates on
happybox.ke



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 filet
(Parrot Fish, White Snapper,
Rock Cod, Red Snapper, King
Fish, or Malindi Sole)
1 Kg of fish steak (King Fish,
White Snapper, or Tuna)
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 trendy 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.

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 Preparatory School, Ngong Road, NAIROBI

YOUR GIFT

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



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 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 2: a selection of 16 items (4 beef skewers, 4 chicken skewers, 4 smoked salmon blinis and 4 rice paper rolls), crackers & guacamole, 4 macarons and a carefully selected bottle of wine (red or white).

or

Appetizer - for 4: a selection of 24 items (8 beef skewers, 8 chicken skewers and 8 rice paper rolls), crackers & guacamole and 8 macarons.



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, 1 glass of house wine or 1 beer each and ½ litre of water - for 2

or

One pizza from standard menu and 1 dessert each - for 2

or

One pasta*, 1 glass of house wine or 1 beer each and ½ litre of water - for 2

**Tagliatelle Dolce Vita, Ravioli di Pollo Rose, Risolata, Rigatoni all Amatriciana, Spaghetti bella Napoli, Pennette alla Arrabbiata, or Gnocchi di Patate alla Genovese*

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

Home BBQ pack (packed and prepared) including:

250 g meat-works beef
mushkaki
2 X 200g classic burgers
1 X 200g 21-day aged grass-fed sirloin
1 X 200g 21-day aged grass-fed ribeye
Garlic butter
Local rub seasoning



Le Decanter

NAIROBI • Westlands

Our goal is to distribute wines of classic beauty, 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 led by a wine connoisseur composed of:

One sparkling wine, 2 white and 2 red wines with paired canapes - for 2 to 5*

or

One sparkling wine, 2 white and 2 red wines with local cheese platter and crackers - for 8 to 10*

** Wines may change depending on stock availability*



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.

NOTE:

Open: Monday to Sunday: 9.00am-10.00pm
Annual closure: from 31st March to 1st August

BOOKING:

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

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

YOUR GIFT

Appetizer - for 2:

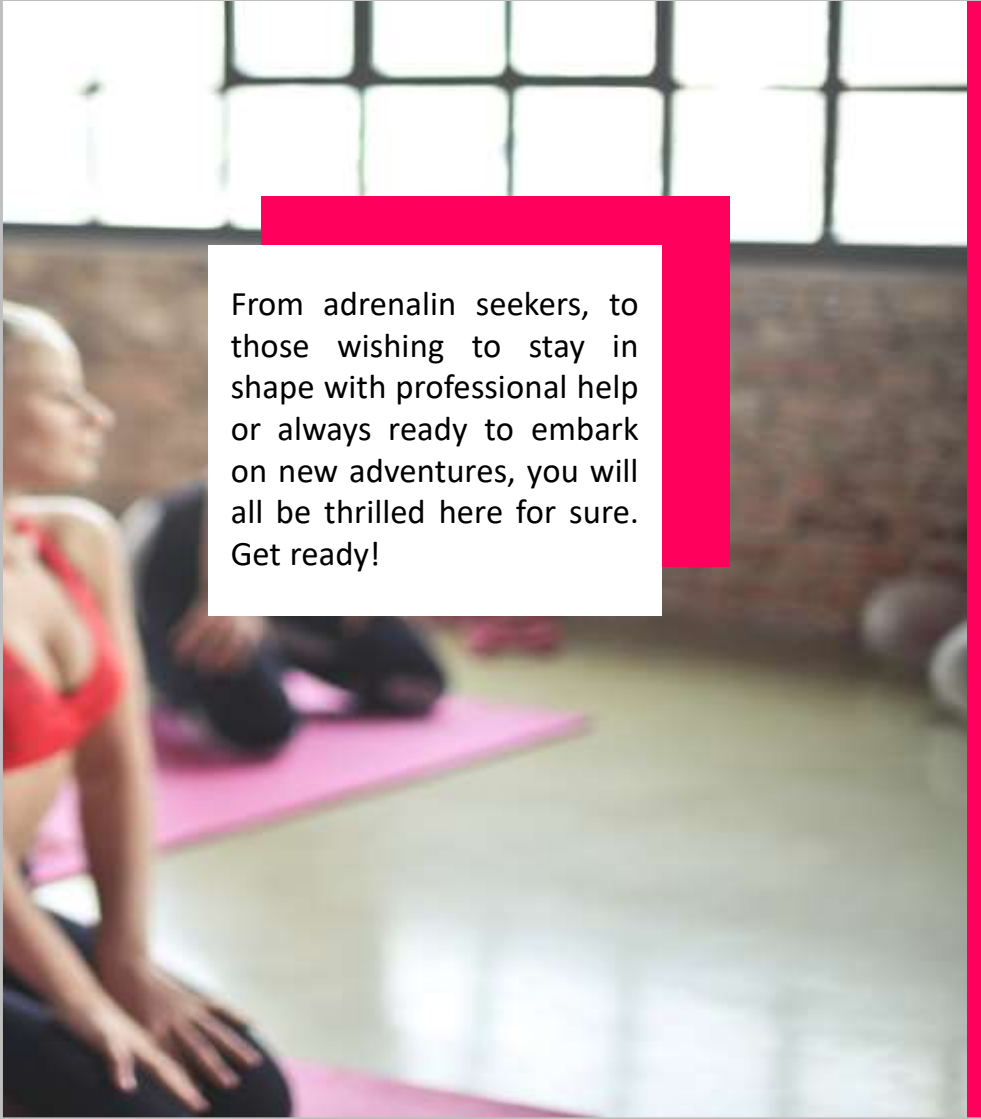
Two cocktails, tomato and mozzarella samosas and bruschetta with avocado cream and prawns

or

One bottle of sparkling wine Blanc de Blanc, tomato and mozzarella samosas and meat samosas



SPORTS &
ADVENTURE



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 fee (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 1:

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 fee 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 1:
shared transport in pop-up
top 4x4 Jeep, pick up/drop off
within Nairobi and shared
water/caned soda



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.

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

YOUR GIFT

One game (1 hour) in one of the 3 rooms (Poacher’s Lair, Submarine, or Inventor’s Workshop) - for 2



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

Annual closure: from 20th December to 6th January

BOOKING:

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

Phone number: 0734 298 281, 0791 551 357
2nd floor, Kitisuru Place, Gethaturu Rd off Ngecha Rd, NAIROBI

YOUR GIFT

Three personalized workout sessions using Power Plate® - for 1

or

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

or

One physiotherapy treatment session - for 1



New Muthaiga Horse Riding Stables

NAIROBI • Kitisuru

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 25th 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, NAIROBI

YOUR GIFT

Two horse excursions (45 min)
- for 1

or

Two lessons (45 min) - for 1

or

One horse excursion (45 min)
- for 2

or

One lesson (45 min) - for 2



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.

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

YOUR GIFT

Full pitch rental for 1 hour of
playing time during the peak
period (weekdays from
5.00pm to 10.00pm)



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 be brought

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

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

or

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

or

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

**valid for 3 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 1 and 1 Tee-shirt

or

Entrance to the farm with a guided tour - for 2 and 1 Tee-shirt

or

Entrance to the farm with a guided tour - for 4



We wish you
Happy Moments

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, 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, 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.

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.

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