

## **Guidance Note on NCIA Facilities Booking Conditions and Use during the COVID-19 Period.**

This note provides guidance to parties, counsel, tribunals and users on possible measures to be considered in mitigating the adverse effects of the COVID-19 pandemic on arbitrations, mediations and meetings held at the NCIA facilities. COVID-19 is a health catastrophe that is massively disrupting the manner in which we conduct business. This guidance note seeks to avoid disruptions and difficulty to parties using the NCIA facilities and offers clarity on steps and procedures to be employed by users. The guidance note will apply in addition to the extra steps the Centre will take to streamline its internal processes in the wake of COVID-19.

### **Booking of hearing and/or meeting rooms**

All bookings for hearing and/or meeting rooms at the Centre shall be subject to the following conditions:

- i. All booking shall strictly be done online through the NCIA website at <https://www.ncia.or.ke/rooms/>
- ii. The Head of Administration, upon receipt of the booking request, will confirm availability of the preferred hearing room and thereafter issue an invoice sent to the email address used during booking.
- iii. Persons requesting to use the NCIA facilities will be required to provide proof of payment by sending a scanned bank deposit slip or transaction details via email to [dickson.toroitich@ncia.or.ke](mailto:dickson.toroitich@ncia.or.ke) to complete the booking process.
- iv. Payments related to booking of facilities will only be accepted through bank transfers and cash deposits in NCIA Banks accounts. Payment in cash at the Centre's premises will not be accepted.

- v. Parties requiring to use external services such as those of a stenographer will be required to bring this to the attention of the Centre at least 24 hours before use of hearing and/or meeting room.

### **Set up of hearing and/or meeting rooms**

- i. The Centre shall ensure that the hearing and/or meeting room is set up to accommodate the number of attendees indicated during booking. Any additional attendees will be denied access to the facilities.
- ii. The seats shall be spaced 1.5 meters apart in compliance with the social distance protocols.
- iii. The Centre will provide hand sanitizers properly placed in convenient locations within the room.
- iv. The Centre will continuously disinfect any allocated hearing and/or meeting room prior to daily usage.
- v. The users of the facilities will have access to the following:
  - Wireless Internet access
  - Bottled drinking water, coffee and tea with dry snacks at designated rest point
  - Use of projector screen and flip-charts.
- vi. The following will be available at an extra cost with users required to submit request 7 day prior to use of the services.
  - Transcription services
  - Video-conferencing
  - Teleconferencing
  - Translation services

### **Conduct of attendees during hearings and/or meetings**

- i. All persons attending a physical hearing or meeting shall be required to register at the 8<sup>th</sup> Floor reception before using the hearing rooms clearly indicating their names and contact details.

- ii. All persons attending a physical hearing or meeting shall be required to strictly wear a face mask covering the nose and mouth at all times while at the NCIA premises.
- iii. All persons attending a physical hearing or meeting at the NCIA shall be required to adhere to the demarcated physical distancing measures whilst within the allocated hearing and/or meeting room.
- iv. All visitors to the NCIA premises must adhere to the health and safety precautions issues by the Government of Kenya and the NCIA from time to time.
- v. Failure to adhere to the conditions outlined above may result in individuals being requested and/or escorted to leave the NCIA premises.

The Centre encourages virtual hearings during this period and is able to offer its virtual facilities in hosting events such as targeted virtual trainings, webinars, online conferences and workshops as well as other capacity building initiatives. To explore these options, and for further information on the virtual hearing solutions available, please contact the Centre at [info@ncia.or.ke](mailto:info@ncia.or.ke)

Note: This guidance notes shall be amended from time to time.



L. Muiruri Ngugi  
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