KENLIFE RESORT NETWORK

Policies & Procedures

Operational controls for membership, forums, sponsorship, consent, finance and AI

Controlled Network Document

Kenlife Limited operating as Kenlife Resort
Kenlife Resort, Mavueni, Kilifi County, Kenya
Email: network@kenlife.co.ke
Website: www.kenlife.co.ke

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Policy statement

Kenlife Resort Network is operated as a controlled business and professional community. These procedures translate the participation, sponsorship and facilitator agreements into repeatable operational controls. Formal contracts, Kenyan law and Kenlife corporate policies prevail where applicable.

1. Membership procedure

1. Receive profile/application and record source.
2. Validate required identity/organisation information appropriate to the relationship.
3. Review profile quality, conduct/safety risks and consent choices.
4. Approve, defer or decline with auditable status.
5. Apply directory visibility and introduction permissions exactly as configured.
6. Periodically review inactive/outdated records and honour correction/withdrawal requests.

2. Forum procedure

1. Create forum and choose free/paid mode.
2. Create participant categories, fees and complimentary/sponsor-funded categories.
3. Publish capacity, programme and current terms.
4. Open registration; collect payment only where applicable.
5. Issue confirmation/pass and enforce capacity/payment controls.
6. Check in participants and record attendance.
7. Collect feedback and follow-up outcomes.
8. Close and reconcile event finance/evidence.

3. Sponsorship procedure

1. Qualify prospect/objective.
2. Select editable package or custom contribution.
3. Itemise base contribution and configured service charge.
4. Issue proposal and agreement; snapshot and lock accepted commercial terms.
5. Collect payment according to terms before dependent procurement/benefits.
6. Approve assets, speakers, guests and signage.
7. Track every promised deliverable.
8. Issue evidence/ROI report; record renewal outcome.

4. Exhibitor procedure

1. Receive application before payment.
2. Review product/service relevance, legality, safety, size, power/logistics and content.
3. Approve space/rate or decline.

4. Collect payment for approved applications.
5. Allocate location and operating rules.
6. Verify setup, document evidence and close the activation.

5. Introductions and opportunity procedure

Opportunities are moderated for category, expiry and acceptable use. Introduction requests are recorded and contact sharing follows member permissions. Kenlife may facilitate the introduction but does not guarantee the resulting transaction. Outcome follow-up is used to measure value, not to claim ownership of member relationships.

6. Consent and communication

- Keep operational/transactional communication distinct from optional marketing.
- Record communication preferences per channel and purpose.
- Apply suppressions automatically to future non-essential sends after opt-out.
- Do not sell participant data or provide unrestricted sponsor access.
- Use network@kenlife.co.ke for Resort Network email communication.

7. Photography/media

Participants must be informed where event photography/video occurs. Consent and reasonable no-photo requests should be managed. Images of minors require appropriate guardian consent before publicity. Content-removal/correction requests based on consent, privacy, safety or accuracy should be reviewed promptly.

8. AI use

AI may assist with matching, proposals, quotations, policy scenarios, communications and image positioning only within approved use cases. Provider credentials remain server-side. Governed outputs require human review where configured. AI must not fabricate prices, contracts, compliance status, identities or commercial outcomes.

9. Finance and records

- Track income/cost by forum and commercial source.
- Record direct Network revenue separately from Network-influenced Kenlife revenue.
- Preserve invoices, receipts, agreements and applicable QR verification evidence.
- Confirm sponsor payment and participant numbers before avoidable procurement.
- Use approved suppliers and reconcile per-forum financial position.

10. Roles

Role	Controlled responsibilities
Network Coordinator	Membership, forums, introductions, clinics and follow-up.
Sponsorship/Partnerships	Prospecting, proposals, agreements, deliverables and evidence.
Hospitality/Events	Venue, guest reception, F&B; and operating readiness.
Communications	Approved campaigns, invitations, content, templates and opt-out controls.

Role	Controlled responsibilities
Finance/Admin	Pricing controls, payments, reconciliation, records and reporting.
Managers/Admin	Governed approvals, cross-department exceptions and audit review.

11. Review

Review these procedures after material product, legal, privacy, payments, AI, communications or operating changes and at least as part of the Network annual governance cycle. Contact: **network@kenlife.co.ke**.