



FRANSCHHOEK

COUNTRY HOUSE & VILLAS

GUEST DIRECTORY

FACILITIES & SERVICES

CHURCH SERVICES

There are various denominational places of worship in Franschhoek. The location and times of services are available from Guest Services.

DVD LIBRARY (VILLA SUITES ONLY)

We have a wide range of DVD's available at reception for viewing in the comfort of your suite. Although we do not charge for use, a refundable deposit of R200 per DVD will be charged to your account and credited on the safe return thereof.

ELECTRICITY

All the outlets in the bedrooms supply 220 – 240V at 15A. A selection of adaptors is available from our main reception to suite your electrical equipment. Should the main supply of electricity fail, a backup generator will automatically activate - expect a 15 second delay.

EMERGENCY PROCEDURE

Please ensure that you read the emergency procedure placed at the back of your front door for any emergency that may arise.

FIRST AID

First Aid boxes located at reception for your health and safety and our key staff members are trained to provide basic first aid in the event of an emergency. Should you require the services of a doctor or dentist, guest services will assist you with contact details.

GYM

Complimentary access is available for all our guests at the local gym, please collect a card at reception for access.

INDEMNITY

The guest indemnifies Franschhoek Country House & Villas and Monneaux Restaurant, its holding company, management, employees, shareholders, and assigns and holds them harmless for any liability arising as a result of loss, damage, injury, death or claims suffered by any guest as a result of the use of the hotel, restaurant and premises.

MEALTIMES

Breakfast: Served in the Breakfast Room from 08H00 – 11h00 daily

Lunch: Served in the Monneaux Restaurant from 12h00 – 15h00 daily

Dinner: Served in the Monneaux Restaurant from 18h00 – 21h30 daily

Room Service Menu: Available from 12h00 – 21h00 daily

NEWSPAPERS

The local newspaper will be available at breakfast. Alternatively, we have several foreign papers available that need to be ordered by 16h00 in the afternoon for delivery by 09h00 the following morning. For a full list and cost please check with reception when ordering.

Foreign papers are not available on Sundays.

SAFES

All bedrooms are equipped with a small electronic safe, located in the bottom half of the cupboard. Please contact our reception for the safe keeping of larger items. We cannot be held responsible if safes are not used for valuable items. Irrespective all items are stored at guest's own risk.

SECURITY

For your security and peace of mind, our property is patrolled by security guards at night. However, you are advised, for reasons of additional security, to lock ground floor doors and windows at night. Please stay clear of the electric fences on the perimeter of the property.

SMOKING

NO SMOKING is allowed inside any of the buildings including the rooms, lounges, and restaurant. A special cleaning fee of R2000 will be charged if any smoke smell is detected inside a room. Please make use of balconies, patios, and gardens for smoking. We appreciate your cooperation.

SWIMMING POOLS, WATER FEATURES AND PONDS

Two swimming pools are provided of which one is heated. Pool towels are provided at the pool area. All swimming is at the guest's own risk and all children are always to be accompanied by adult supervision. Please take note of the inherent dangers posed by the numerous fountains and ponds on the property. Children must always be accompanied by an adult.

WATER SUPPLY

Franschhoek water is of an excellent quality and drinkable directly from the tap. At times it may be discoloured – this is from the source, but it remains safe to use and drink.

CONCIERGE SERVICES

Please consult the reception desk for further information and bookings.

RESTAURANT RESERVATIONS

We strongly recommend dining at our acclaimed Monneaux Restaurant during your stay. Our management and reception staff will also gladly assist with recommendations for any of the various restaurants in the area.

SHOPPING

The Franschhoek village offers a wide range of interesting shops to 'take a little bit of Africa' home with you. They include local crafts, antiques, jewellers, art galleries and curios.

WINE TASTING

A detailed map is available at our reception indicating the wine farms and their times of operation. Drive yourself, take a private wine tour or make use of the wine tram. Please do not drink and drive.

CYCLES AVAILABLE

One of the best ways to explore the valley! Please contact reception for assistance with arrangements. A different idea is the guided bicycle wine tasting tour that includes the hire of the bicycle, wine tasting fees and picnic with a guide.

HORSE RIDING

A unique way to see the valley and taste some of our best wine! The local equestrian centre caters for novice riders as well as experts. Wine tasting on horseback can also be enjoyed.

GOLF

We are conveniently located near several of South Africa's top-rated courses including Pearl Valley, Boschenmeer, Stellenbosch, Villiersdorp and Erinvale. The closest being only 15 minutes' drive from Franschhoek.

HERMANUS

A trip to this quaint, fishing village over the Franschhoek pass is a pleasant and scenic drive of just over an hour. Whale watching season extends from August to early December and the village boasts some of the best seafood in the area.

PAARL AND STELLENBOSCH

Both towns are a 20 – 30 minute drive from the hotel and offer a wonderful combination of history and culture, dating back 300 years with various places of interest.

FOR YOUR COMFORT & CONVENIENCE

THE LIGHTS

All the lights in your suite are equipped with individual switches and dimmers. Please take note that there is an **'ALL LIGHTS'** switch close to the minibar at the entrance of your suite. This is there for your convenience so that only one switch can be used to switch off all overhead and wall lights when exiting your room. **Please take note** this switch therefore must be switched on for all the other lights in your room to work.

THE AIR CONDITIONING UNIT

Your suite is equipped with two separate units for comfort, and the controls are mounted against the wall in the lounge and bedroom.

- Very important: When using the cooling function please close your doors and windows for the air conditioners to work effectively and to avoid condensation and damage to the unit and your room.
- For cooling adjust unit to ❄️ (snowflake) mode. We recommend a temperature between 20°C - 24°C. **Please do not set the temperature lower than 20°C.**
- For heating adjust unit by selecting the ☀️ (sun) mode. We recommend a temperature between 22°C - 25°C. **Please do not set the temperature higher than 25°C.**

THE FIREPLACE

- **Important:** for safety and energy consumption reasons please turn off the unit before going to bed.
- Remove the small black cover located at the bottom of the fireplace by pulling on the brass knob.
- Locate igniter and impress the dial in. While keeping it impressed, turn the dial anti-clockwise for ignition - marked with ☀️
- Slowly release the dial and continue to turn anti-clockwise for flow of gas at markings *I* and *II*. Fire will light once fully open. Adjust dial according to your preference.
- To put fire out, turn dial clockwise until dial is pointing to **0** (upwards).

THE UNDERFLOOR HEATING

Your suite is equipped with three separate units for your convenience and even extends into the shower! A control box is mounted against the wall in the lounge, bedroom, and bathroom.

- To switch heating on, simply turn power switch to **'ON'**. Adjust the temperature by turning the dial clockwise to achieve desired temperature. We recommend a temperature between 20°C - 25°C for a comfortable room temperature.
- **Please do not** adjust the temperature to 30°C as this result in excessive energy usage as the system never switches off.
- Please take note the heating requires some time to reach the desired temperature.

If for any reason, you experience difficulties with the facilities, please contact our front desk by dialling number '9' for assistance.

HOW TO OPERATE YOUR SATELLITE TV & DVD PLAYER

Please do not adjust any buttons on the amplifier, satellite receiver or television set – use only the remote. The centre dial of the universal remote should remain on selection 'A' to function correctly.

The amplifier should always remain on 'AUX' and the power on.

For your convenience, the entertainment system is equipped with the universal remote.

- **SWITCH ON / OFF THE TV** – Press the white power button.
 - **CHANGE CHANNELS** – Enter the channel number below (or use the P+ and P- button).
 - **CHANGE VOLUME** – Press the V+ or V- button which will adjust the amplifier volume.
- **TO CHANGE TO CD / DVD** – Press the 'ALT' button, scroll down with the down arrow button to HDMI, press OK and then make use of the DVD player remote.
- **TO CHANGE BACK TO TV** – Press the 'ALT' button, scroll up to HDMI 2 and press OK.

TELEPHONE EXTENSIONS & USEFUL NUMBERS

RECEPTION & GUEST SERVICES

Press the 'Service' button or dial '9'

EMERGENCY ASSISTANCE AFTER HOURS

Press the 'Emergency' button on your phone or dial '0' then 083 455 1030

FOR AN OUTSIDE CALL

Dial 0 + area code + number

FOR AN INTERNATIONAL CALL

Dial 0 + country code + area code + number

HOTEL CONTACT DETAILS

telephone: +27 (0)21 876 3386

email: reception@fch.co.za