

DIRECTORY OF SERVICES & INFORMATION



ZUIDER

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Guest House

**“INFORMATION ON OUR GUESTHOUSE;
THE DOLPHIN COAST FACILITIES,
SERVICES, & AMENITIES.”**

Your hosts - Gavin & Celeste

ACCOUNTS

Accounts are payable in cash or by a recognised Credit Card on presentation. We regret that cheques are not accepted. We also do not accept foreign currency.

Reception is open from 07h30 – 21h00 daily. Please ring the bell at the front door should you require assistance. After hours, for emergencies only. We do not offer a 24-hr service. Should you wish to depart before 07h30, please make arrangements to settle your account the evening before. KEYS can be deposited in the post box outside the main gate on your departure.

ADAPTER PLUGS

There is a two-pin adapter plug in all the Rooms/Units. Should you require any other adapter [International], please request at Reception.

ATM/BANKS

There are ATM & Banking facilities at all the local shopping centres. The currency in South Africa is the Rand. Foreign exchange is available at all the local banks. A VAT Tax of 15% is charged on most purchased goods and services. Foreign Tourists are able to reclaim tax on purchased goods on their departure from the country.

BLANKETS

An extra blanket is available in the bedroom cupboard. You can request an additional blanket at Reception if required.

BBQ/BRAAI

UNITS 4-5 [LOG CABINS] please do not burn WOOD in the Kettle Braai/BBQ. Please do not put our kitchen pots on the fire. Do not leave food unattended or the monkeys will enjoy your meal!

CHECKING IN/OUT

Rooms/Units are available for check in from 14h00 on the day of arrival, unless otherwise arranged. On the day of departure, Rooms/units are to be vacated strictly by **10h00**. Should you wish to keep your Room/Unit after 10h00, please request in advance. PLEASE CONSIDER OTHER GUESTS IF YOU ARE DEPARTING EARLY OR COMING BACK LATE AT NIGHT - WE ASK YOU TO KEEP NOISE LEVELS TO A MINIMUM. PLEASE PARK AT THE TOP AREA BY THE GARAGES FOR YOUR EARLY DEPARTURE, SO AS NOT TO DISTURB SLEEPING GUESTS.

ELECTRICITY

South Africa uses 220/240 Volts and a round pin profile. When there is a power blackout, you can request an LED light at reception. There is a small torch for emergencies behind the door or in the kitchen cupboard.

EARLY MORNING TEA/COFFEE

Each Room/Unit is supplied with Complimentary Tea/Coffee facilities, which is replenished daily. Should you require extra sachets, please arrange with us during office hours.

EMERGENCY SERVICES

A list of emergency and medical services is provided in this directory.

HAIRDRYER

A hairdryer can be found in the dressing table drawer.

HOUSEKEEPING

The Rooms/Units are serviced daily. Linen and towels are change every 3-4 days, depending on length of stay. Should you be unable to give the staff access before 11h00, your room/unit will not be serviced. Should you wish not to be disturbed, please use the door display 'Do not Disturb'. [available behind the main door]. Please report any breakage or mishap before departure. Bath towels should not be used for swimming - Beach towels are available from the reception.

INFO

Local information is provided in this directory. Should you require further information on local facilities, services & amenities please contact us or visit the Sangweni Tourism information Offices in Ballito.

INTERNET WiFi

This Guest House is a WiFi Hotspot. We have unlimited access. Please use the Guest House telephone number as the password [0325255012], and log into 'ZZ Guest'.

LAUNDRY

We do not have an in-house Laundry Facility. There are Laundromats @ the 'Salt Rock' & Tiffany's shopping centres in Salt Rock. Clothes lines or Drying Racks are available in your unit for drying damp items. An iron and ironing board is available in the cupboard – remember to switch off the Iron!

LIQUOR

These Premises are not licensed. You may supply your own, or purchase Liquor from local liquor stores at all the local shopping centres. NB: Supermarkets only sell wine.

MEDICAL & HEALTH CARE

There are several well-equipped & professionally staffed public Hospitals, Clinics & Spa's in the area, as well as private medical facilities. There is an Emergency Medical Kit at Reception.

MAINTENANCE

Please bring to our attention any items broken, faulty, or missing in your Room/Unit upon arrival.

MEALS / SELF-CATERING

A Buffet Breakfast is available in the Breakfast Room next to the pool, from MONDAY TO FRIDAY only. Times are from 07h30 – 09h00. Please book your breakfast the day before or, if you prefer a 'Brunch' Bag to go, it will be placed in your room for the following morning.

Early Breakfasts will be served on request from 07h00. We do not provide lunches or dinners. Please ask at Reception, should you require any advice regarding our local restaurants.

We do not provide room service. There is a Mr Delivery take away menu on your fridge. If you order a takeaway meal to be delivered, please supply your contact details and your unit number to the delivery courier, so that they can contact you directly upon arrival.

Please keep any food items out of the reach of the monkeys and ants!

Chopping Boards are provided – please do not use the Place mats as Chopping Boards.

Hot Pots must not be placed directly onto the Kitchen or Table tops.

Please rinse off dirty plates and cutlery to keep ants away!

Items needing freezing can be stored in a deep freeze in the Gazebo at your own risk. There is also a fridge in the gazebo if you would like extra fridge storage space.

Food Allergens: Common allergens that could have been used on the premises and/or in the preparation of food include dairy, eggs, wheat, soya peanuts, tree nuts, fish, sulphites and mustard.

PARKING

Cars are parked at the owners' own risk. Visitors can park on either side of the main driveway. Please mind the intercom pole when you reverse out the driveway. Please do not park in front of the garage on the left when coming in, as this blocks the other Guests' vehicles. Please check for cats behind and under your vehicle when reversing.

PILLOWS

Extra pillows are available in or on top of the bedroom cupboard.

PETS/WILDLIFE

We do not allow pets of any kind. We share a sub-tropical environment – enjoy the Bird life, be aware of Monkeys, tolerate the ants and bugs, [this area is Malaria free] ‘Gecko’s’ [small lizards] are a natural phenomenon to our coast – they eat the bugs and are harmless! Dolphins and Whales can be seen at certain times of the year.

PERSONAL SAFETY

It is advisable to take ‘normal’ precautions when travelling, we advise you to avoid displaying cash. Expensive jewellery, cameras, cell/mobile phones, and other valuables should be inconspicuous or kept on your person at all times. Do not leave valuables in vehicles. Walking after dark is not encouraged, unless in a group of people. Please see our Security notice in the room!

RECEPTION OFFICE

Open from 07h30 – 21h00. Emergency call 032 525 5012 or 083 388 6071.

RELIGIOUS SERVICES

Most religious denominations are represented in the local area.

SECURITY

Please read the security notice in your room and follow all instructions. This is most important. We will not be held liable for any loss or incident due to negligence of our request.

SMOKING

Smoking is prohibited in the rooms/units; this is a legal requirement under South African law; any person who fails to comply with this notice can be prosecuted and may be liable to a heavy fine! You will be charged a deep cleaning fee should you be found to be smoking in your unit.

SWIMMING

We will not be held responsible for mishaps or accidents in or around the pool area. Do not tamper with the pool floater or Creepy Crawly. Do not use the towels from your room/unit. Beach towels are available from reception. Children must be supervised! Some beaches are protected by lifeguards and some have tidal pools, but we encourage you to be aware of the strong currents & rip tides, and advise that you swim only where there are Life Guards at all times.

TV

We offer a DSTV bouquet of entertainment channels. A full list of available channels is displayed next to the TV. DVD player remotes are available from reception. Please do not tamper with the TV settings, call for assistance if you have a problem.

WATER

Our tap water is safe to drink.

“We trust you will enjoy the peace and tranquility of the Dolphin Coast, and the facilities we offer.

We hope that you will leave us to return again, or you will recommend us to your friends and family”

Please let us know during your stay if anything is not to your satisfaction.

Please take the time to comment on TripAdvisor or Booking.com.