



# Le Chateau

## Guesthouse & Conference Centre



62 Abel Street  
Terenure  
KEMPTON PARK, 1619  
South Africa  
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EDLEEN  
1625  
**Tel:** 011-393-4949  
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### **IMPORTANT BOOKING INFORMATION**

**Dear Guest**

Thank you for the booking at Le Chateau Guesthouse. We look forward to welcome you and may you have a most enjoyable stay with us.

#### **ARRIVALS & DEPARTURES**

Rooms may be occupied from **14h00** daily on Monday to Saturdays. **On Sundays Check in Time is from 16:00.** Departure / Check Out time is at **10h00**. Arrivals before 14:00 and delayed departures to be arranged with Reception beforehand.

#### **ARRANGEMENTS FOR LATE ARRIVALS:**

- ✿ If you plan to arrive late, after 20:00, you need to phone the office (011 393 4949) to inform us of your plans.
- ✿ The security gates to the enclosed area locks at 22:00 and will only be opened for the guests of Le Chateau after telephonic confirmation.
- ✿ You or your company will book for a Single or a Double Room. Only the guests that are booked for will be allowed in the room.

***Please complete our Guest Register on arrival – this is a requirement of our liability insurance.***

Visitors are welcome in the general areas (ie The garden, Upstairs lounge, Dining Room, Bar – on the exception of any functions in those venues) but are require to depart by 21h00 or by prior arrangement.

Should a visitor like to sleep-over, the full rate will be charged. This must be arranged before 16h00 every day. These rules are implemented to guarantee the safety and comfort of all our guests.

Bookings made by companies are to be handled strictly as such – the company will be informed of any changes regarding the booking made by them, as well as any requests/complaints/actions by their employees/guest(s) booked at Le Chateau GH.

Le Chateau Guest House puts a very high premium on security. We have 16 security surveillance cameras, a high electric fence and a panic button system. Together with this, we are in a “Boomed off Area” with only one entrance to the community in Stegmann Street.

#### **BREAKFAST**

A full country style breakfast is served in the formal dining room from 06h00 – 09h00, Monday to Saturday. Please inform reception of the time that will suit you best. A cold breakfast is available on Sundays. Fresh coffee and tea available at all times. Special dietary requirements must be communicated with the kitchen the evening before.

#### **DINNER**

A home cooked meal is available. Please inform reception **no later than 12h00 of the same day**, whether you will be requiring dinner, as reservations are essential. Dinner is served from **18h30 until 19h30**.

### **BAR**

A cash bar is available for overnight guests only until 21h00 each night. Please ensure that the items are paid for on departure if it is not included in company voucher.

### **KEYS**

Please do not remove keys from the premises. Returning guests must also leave the keys at reception.

### **LAUNDRY**

Please place laundry in the laundry bag provided in the wardrobe and leave it on your bed with the completed laundry list before 09h00 for same-day service. Please contact reception for any last minute or urgent laundry. **No laundry service available on weekends.** Please ensure that the items are paid for on departure if it is not included in company voucher.

### **MEDICAL ASSISTANCE**

Enquire from the Staff Member on duty or phone 011 393 4949 if you are in need of medical assistance.

### **PARKING**

Secure parking is available on the premises. Parking is at own risk.

### **RECEPTION**

**Reception closes at 21h00 and the front door locked at 22h00.** Please advise us if you will be returning late so that we can make the necessary arrangements.

### **TRANSPORT**

Please contact reception for all your transportation needs. Contact details of Trips and Tours and also available.

### **SMOKING**

**No smoking** is allowed inside the buildings. Provision is made for ashtrays on the patio area. Should anyone smoke inside the building/bedrooms, they will be liable for prosecution under the tobacco law. A minimum of **R500.00** damage/cleaning fee will be charged against the perpetrator or his/her company.

### **VALUABLES**

All valuables may be left at reception for safekeeping – this will be at own risk.

### **VISITOR'S BOOK**

Kindly complete our Visitor's book on the chess table in Reception. We will be delighted to know if you've enjoyed your stay or if you have any suggestions. We wish to meet your requests as promptly and efficiently as possible.

Please let us know where we can be of assistance to you!

Kind Regards

**Jeanné & Marius Marais**

**Owners**