

GENERAL INFO AND REGULATIONS FOR WHALE WATERS SELF CATERING LODGE

Welcome to all visitors at Whale Waters.

We hope that you and your family and friends will enjoy your stay and trust that you will maintain and look after our house as you will do your own.

Most of the workings in and around the house will be explained to you by the Caretaker (Sonja), the following are a few matters that we would like to bring to your attention and ask that you consider it during your stay.

Whale Waters is a self-catering lodge and therefore groceries and all personal requirements needs to be supplied by you and your fellow guests.

- Please don't let air-conditioning units run unnecessarily; we are all aware of the high cost of electricity these days.
- If you have trouble working the TV or DVD system, please contact Sonja 082 821 6255.
- If any breakages occur, please report it to the Caretaker or the Cleaner. We will unfortunately ask R30 per plate and glass. Bigger items will have to be charged at replacement value.
- All swimming towels are for use when swimming in the heated pool. Please don't take it or any of the white towels down to the beach.
- We request that the blinds on the veranda be rolled up when there is no one at the house or in extreme weather conditions. The wind is unpredictable and will cause damaged to the blinds if still hooked in.
- The Cleaner will tidy up rooms, clean bathrooms, the house and will put out clean linen if required. Personal laundry is usually an extra service and we therefore ask that you discuss and arrange it with her personally and pay her an extra fee for ironing as it takes up a lot of her normal cleaning time. She takes 15 min tea breaks in the morning and afternoon with 30 min. lunch break. Working hours are from 09:00 – 16:00 or as per arrangement with Sonja.
- When the inside and outside fire places have been used please see to it that the fires have been put out before going out or going to bed and that the lid is closed in front of the inside braai. Please don't leave it unattended as the wind in Gansbaai can be very unpredictable at times.

- If children are sleeping in *Stanford room*, for safety reasons, please see to it that the windows are locked.
- We kindly request that the house be left in the same condition as upon arrival.
- Used towels can be left in the baths/showers and the beds which have been used don't need to be made-up upon departure.
- PLEASE NO SMOKING IN THE HOUSE.
- NO PETS ALLOWED.

EMERGENCY NUMBERS:

Care taker

Sonja 082 821 6255

Gansbaai pharmacy

028 384 0637

Watertech Plumbing

028 384 0995

Eagle Security

028 384 3792

Whale Waters

We hope you enjoy your stay and that we see you again soon...