

GUEST INFORMATION

Welcome to 10 Akademie Street. We sincerely hope you enjoy your stay and want you to treat the house as if it is your own. Please see below some useful pieces of information, instructions and house rules to make sure you get the most out of your stay and that you respect the tranquillity of the immediate neighbourhood.

Wi-Fi NETWORK 10 AKADEMIE STREET

PASSWORD 0011ed1234

HOUSE MANAGER

Our fantastic property manager Peter will look after you during your stay within reasonable working hours. His mobile number is [+27 72 482 5909](tel:+27724825909).

Peter also manages Les Chambres guest house next door and he and his staff will be on hand if there are any questions or problems. Peter also has a wealth of recommendations and knowledge of the local area. If you need anything you can ring the doorbell by the side gate right next to our driveway or call him on the number above.

HOUSE KEEPING. SARAH AND BERNADINE

Sarah has been our amazing housekeeper for over 22 years and she semi - retired in 2020. We are lucky enough to have her daughter Bernadine take over the daily housekeeping work and Sarah may step in if required. Please be aware that we do require Bernadine to come in daily to do light cleaning to make sure the house is kept in a clean and tidy state. Please discuss what time you would like Bernadine to arrive each morning and for how long. The cost of this daily cleaning service is included in your stay.

SECURITY ALARMS AND REMOTES

There are 3 remotes with a key to the side kitchen door attached. The BLUE button is the alarm button, and the RED is the panic button. The Panic button alerts Peplar Armed Response Service who will send a response vehicle if pressed. Please be careful and only press this RED button in an emergency.

SETTING THE ALARM

Always set the house alarm when leaving the property. After leaving the house walk to the front of the property and press the blue button. You will hear a beeping sound to indicate the alarm has been set.

DEACTIVATING THE ALARM

Before opening the side door to enter the house, press the blue button again to deactivate the alarm. Again, you will hear a beeping noise telling you the alarm is off.

DRIVEWAY GATE

All gates are electronic and are opened and closed by pressing the brown button on the remote. During load shedding or a power failure the gate will switch to a battery so it will still operate.

DEPARTURE

Firstly, we hope you have enjoyed your stay and experienced all the wonderful things that Franschoek has to offer. We fully understand that when it comes to leaving a holiday rental there are many things on your mind and the last thing you want to do is tidy up especially if the night before was a good one and you are running late. Although an "end of stay cleaning" fee has been paid there are still many things which need to be done to make sure the next group of guests that are arriving have the same experience as you had upon arrival. Cleaners need to come in and turn the house around in time for the next guests so there is often a tight time schedule, especially in high season.

Please make sure you vacate the premises in a timely fashion and observe the 11am departure time. If you require a later checkout time and there are no guests expected that day, then of course we will try to accommodate your requests as well as keep any luggage you may need to store until you leave Franschoek.

We ask that you kindly clear the kitchen, living rooms and outdoor areas of dirty plates, glasses, cooking pans and dishes. All large serving dishes must be placed in the scullery and plates, cutlery, glasses etc put in the dishwasher and the dishwasher turned on. It is not necessary to empty the dishwasher.

All counter tops must be cleared and wiped down.

The fridge and freezer must also be cleared of all items. Anything that you may not want to take with you can be left in a tidy manner.

All rubbish must be put in the bin. Wine bottles and glass items can be put in the separate glass recycling bins or left neatly on the countertop. Pizza boxes or takeaway packaging can be put in the rubbish bin or again or left neatly on the countertop.

Bedding and Towels. There is no need to strip the beds but please place all used towels and bathmats either in the bath or in a pile in the shower room rather than scattered around the house. It would be a great help if bedroom and bathroom rubbish is brought down to the kitchen, but it is not essential.

Please collect all the pool towels and place them in the towel basket.

On leaving the property, please have a final check through the house to make sure everything is tidy, and nothing has been left especially in the cupboards.

Please double check that all the doors and windows are locked, and all keys and fobs are left on the kitchen counter.

Failure to leave the house in a neat and acceptable manner will incur extra cleaning costs which will be deducted from your deposit.

ELECTRICITY

The main distribution panel is in the scullery by the door. Unfortunately, we are blessed with many power cuts, commonly called 'load shedding' in Franschhoek. When possible, you will be alerted to these power cuts if they are scheduled.

Should the electricity trip, push the main switch labelled ' Main Switch' down and then back up again.

There will be a very generous amount of electricity provided for your stay. Should this run out then you can top up the power at the BP station or at the Pick n Pay supermarket in the village. You will need to give the code 042 529 86486. The Baring Road Trust.

Leaving the air conditioning units ON all day AND/OR running the air conditioning units when the doors are wide open will eat through your electricity requiring you to top it up.

AIRCONDITIONING AND CEILING FANS

There are air conditioning units and/or fans in each bedroom. A/C units are operated using the white remotes located in each bedroom. Only use the A/C unit when the doors and windows are closed and make sure the units are switched off when out.

FIRE

NEVER ATTEMPT TO EXTINGUISH THE FIRE – if you should discover a fire, leave the room / premises immediately, closing all doors behind you and proceed to the Assembly Point which is at the front of the property on Akademie St.

Call the fire brigade by dialling Stellenbosch Fire Dept. [021 808 8888](tel:0218088888)

Franschhoek Fire Dept. [021 872 2323](tel:0218722323)

FOOD AND DRINK

Please refrain from taking food and drink up into the bedrooms. This is a house rule to prevent damage from spillages and insect infestations from food left in rooms.

GARDEN SERVICE

John the gardener will visit in on a Monday and Friday afternoon between the hours of 1pm and 3pm to clean the pool and mow the lawns etc.

BRAAI

Please enjoy using the built-in braai. The front is closed and locked using latches located on the sides of the metal panel inside the braai. Simply lift the latches to open. The chains will keep the tray in place. Braai tongs are kept in one of the drawers by the dishwasher in the kitchen. Braai charcoal is stored under the braai itself. There is an internal braai light to make it easier to see what you are cooking at the top of the ramp in the main living room, same light switches as the pool light and outdoor entertainment lights.

Please carry all food and drinks out through the kitchen door down to the braai area rather than through the main formal living room to avoid spillages and grease stains.

A starter amount of charcoal is provided for your stay. Should you require more, a good selection can be bought at the Agri Mart, Woolworths, Pick n Pay and the petrol station in the village.

GAMES, PUZZLES & DVD's

There is a large selection of board games, puzzles, books and DVD's. Please enjoy and have lots of fun but do not remove any of these from the house and return all games and puzzles to their correct boxes.

HOT WATER

The hot water comes on twice a day, once in the morning and once in the mid-afternoon. If you find that this is insufficient, please ask Peter to adjust the timer for your stay.

INSECTS AND ANIMALS.

We have no threatening species of insects or wildlife in the garden. There is the occasional mosquito. Mosquito repellent burners are stored in the scullery cupboard. The odd cricket likes to enjoy the house as well as yourselves. They can be quite noisy during the night. A quick squirt of doom will sort them out!

Squirrels love the berries on the Monkey Vine and leap off the roof onto the covered patio to feast. They make a loud crash as they land on the metal roof so do not be alarmed.

INTERIOR DÉCOR

All decorative pieces throughout the house have been collected from our 22 years living abroad. Most items have been upcycled using many of our children's school projects, souvenirs and old pieces of furniture or gifts from friends who have visited us over the years. Whilst not of any great monetary value they have enormous sentimental value as well as many happy memories. Please do not touch the paintings. Enjoy your stay but please take care.

KEYS

Three sets of keys and gate openers will be left for your stay kitchen table. Please remember to leave them on the kitchen island when you depart. A replacement fee will be charged for any missing set of keys.

KITCHEN SUPPLIES

Please help yourself to the tea, coffee and other dry ingredients you will find in the kitchen. All storage containers have been sanitised after each stay for your safety.

KITCHEN APPLIANCES

There is a fantastic selection of appliances in the kitchen, everything you need to enjoy dining at home. Please make sure the appliances are assembled correctly before you switch them on and that they are rinsed through after use.

DISHWASHERS

There are two dishwashers for your use. The one in the scullery is 23 years old, looks terrible but washes everything amazingly well and never breaks down. The other dishwasher is under the countertop by the microwave. Bernadine will make sure that the rinse aid and salt is topped up but if the dishes do not come out clean and sparkling, please check. Extra rinse aid and salt is kept in the cupboards above the scullery sink. Dishwasher tablets are kept in the cupboard under the sinks.

LAUNDRY

A laundry service is available to guests for a small charge. Please ask Bernadine if you would like your clothes washed and ironed.

LIGHTS

There should not be any problems with the lights in the house during your stay. If any switch is not working, please let Peter know. If any light trips the fuse box is in garage. Please call Peter for access.

LIMES

We have two incredibly productive lime trees in the front garden. Please help yourself to as many as you would like (within reason!). Homemade lime cordial using all natural ingredients is in the fridge. This is delicious and can either be diluted with 3 parts water, splashed into a gin and tonic or mixed with other juices and sparkling water to make a refreshing drink.

LITCHI & TITCH

All toiletries are made by a local company Litchi &Titch. Ingredients are locally sourced and manufactured using pure natural plants, seeds and flower oils that are kind on your body and kind to the environment. Bottles are refilled and sanitized for your well-being. An 'all in one' body wash and shampoo is provided in plastic bottles in each shower for your safety. Guests can see the full range of these nourishing and healing products at the Litchi &Titch store located in the middle of Franschoek High Street and the owner Lecia has kindly offered a 10% discount on any purchase. Please let the salesperson know you are staying at the house for the offer.

IN-HOUSE MASSAGE SERVICE

We offer an in-house massage and beauty service with very competitive rates. Please see the information brochure located in each bedroom.

LOAD SHEDDING LIGHTS.

Rechargeable lights are available for use during night-time load shedding. Please make sure that they are recharged each day so that you have sufficient battery time when required.

TAXI'S

Should you require a taxi during your stay we can highly recommend MAGNUS tour and transfers which offer competitive rates to and from CPT airport as well as a pickup and drop off service to any winery or restaurant.

NOISE LEVELS

Unfortunately for some unknown reason noise seems to carry incredibly easily from the back entertainment and pool area. You could often hear our young girls playing in the pool all the way down to the high street. On top of this Franschoek is a very sleepy village with people dining out early and lights out often by 10pm. The neighbourhood is completely silent. We kindly ask that no loud music is played outside, jovial conversations are not too loud late at night and no swimming in the pool after 9pm. We completely understand that guests want to enjoy themselves whilst in Franschoek but there are many local families and guest houses nearby.

Failure to respect the neighbours regarding making excessive noise and partying into the night will lead to guests being asked to vacate the property immediately, with no refund and loss of deposit. CCTV is fitted around the property to make sure this house rule is fully respected. When returning to the property late at night again please keep the noise down.

OVENS AND HOBS

The two built in ovens give you the flexibility to cook small or large dishes but they also have extremely hot settings. Please do not heat the ovens up above 220F otherwise there is a tendency to melt the kitchen cabinet doors!

The ovens are electric. When there is a power cut the display panel flashes. When you turn the oven on you will hear the fan but sometimes the heat element does not come on. You need to press 2 buttons together to switch it onto the heating mode. It is a bit trial and error I am afraid.

The gas hob is ignited by pressing the knob down and waiting for the spark to light the flame. Alternatively, you can use the portable fire igniter to light it. If you run out of gas, please call Peter and he will replace the canister for you.

PARKING

There is ample parking on the side driveway by the kitchen and on the drive by the double garages. Please not park on the road or opposite our neighbours' driveways.

TERBODOR COFFEE

A starter pack of Terbodora coffee pods is provided for your arrival. Extra capsules and filter coffee can be purchased from this extremely popular coffee maker at their signature coffee shop at the end of the high street. As well as excellent coffee they make healthy smoothies and delicious breakfasts and lunches. It is always very busy but worth the wait. Extra parking is located at the back of the cafe.

FRANSCHHOEK SATURDAY FARMERS MARKET

Every weekend Franschoek has a delightful outdoor market, selling many local crafts and home-made delicacies. There is a central eating area with live music and always a great atmosphere. On long weekends the market is often open on a Sunday as well.

SMOKING

Smoking is prohibited anywhere inside the house. Ash trays are provided outside. Please take care not to drop burning ash on the outside cushions. Anyone who does not abide by this requirement will be asked to leave the property.

REFUSE

Refuse is collected from outside the driveway on a Monday, Wednesday and Friday. Housekeeping will empty the bin for you and place the bins outside. For busy times and over the weekend please place full bin bags in the large black bins located by the side of the driveway. There are built in bins by the sink in the kitchen. One for general waste and the other 3 for glass bottles and plastic waste.

SWIMMING POOL

There are no safety barriers around the pool. Use of the swimming pool is at your own risk. The pool depth is from 1.5m after the steps to over 2m at the deep end. In extreme hot weather please keep an eye on the water levels and top up using the hose by the pool pump when necessary.

TV & NETFLIX

The living room, family room and master bedroom TV's have free view TV channels as well as SMART TV.

You will need to log into your own Netflix, Amazon, DSTV etc App to view your favourite programmes but please remember to log out before you leave!

OUTSIDE LIGHTS

The light switch to the top patio outside wall lights is located on the left-hand side of the double doors going out of the kitchen. The switch for the pool light, entertainment area and braai are located on the wall in the main living room just as you enter from the kitchen, on the left-hand side. Small solar lights and spotlights around the garden will turn on when dark.

WATER AND ICE DISPENSER

This system can be quite temperamental and annoying.

The temperature of the freezer must be kept at -18 degrees otherwise the water pipe that dispenses the water freezes up. It also tends to freeze up overnight and starts working around midday! It will stop working if you accidentally press the lock button so, please be careful what you press as this will either turn off the system or lock it. Please do not change the setting either on the fridge as this will further complicate matters. Full instructions to operate the water and ice dispenser are in the cupboard above the fridge. The basic instructions are also found at the end of this information pack. Franschoek water is pure but does have a brackish taste and colour to it. It is perfectly fine to drink the water straight from the tap. The water is filtered as it enters the fridge freezer. If the water dispenser stops entirely, it can also mean that the filter has reach its limit and requires changing. Please contact Peter if this is the case and he will do his best to replace if possible.

WINE FRIDGE

The number displayed on the wine fridge does not mean the fridge temperature. Number 1 is the warmest setting and 5 is the coolest. Top shelves for whites, middle for reds and bottom for champagne. Opposite the wine cooler is a wine rack for extra storage.

WOOD BURNING FIRES

A decent amount of wood and firelighters are provided for your stay. If the fire has not been used for a while the chimney will be cold so it will not draw the smoke up in the correct manner and smoke will bellow out into the room. Please light a piece of newspaper inside the stove and leave it to burn out. This will warm the chimney and make sure that when you light the fire the smoke will draw correctly up the chimney.

FIVE HENRY STREET

We have a sister property located in the heart of the roman spa city of Bath, UK. Accommodating up to 8 guests, this entire five storey townhouse is seconds away from all the wonderful UNESCO world heritage and Bridgerton attractions.

Please click on this link for details, photos and reviews.

<https://www.airbnb.co.za/rooms/41834388>

Our wonderful host Christina can be contacted directly for discounted rates. +44 7948 465972

FEEDBACK

Your feedback is valuable and essential to us and future guests.

Please take a moment to share your experience by reviewing your stay on Airbnb.

We're committed to addressing any issues that come up during your stay with us. If you have any comments on how we can improve, please speak to Peter or write a private note via the Airbnb messaging system.

We hope you will come back a visit us again in the future. Please contact Peter at

Info@hjnproperty.co.za to enjoy a 10% direct booking discount.