SUBJECT: Important Pre- Visit Information

Dear Sir/Madam

Thank you for choosing one of Drakensberg Gardens Golf and Spa Timeshare Resorts for your well-deserved holiday.

In order to ensure a smooth check-in process and to eliminate any potential concerns, we want to inform you of a few important matters, before your arrival.

**Check-in/out**

Our check-in and check-out times are as follows:

Check in: From 15:00 (3 pm)

Check out: 10:00 (10 am)

You are welcome to arrive before check-in time, however, we kindly request that while you wait, you enjoy refreshments at one of our restaurants, alternatively you could walk around to explore the beautiful scenery. Our staff will be delighted and ready to welcome you at 15:00.

Your cooperation in this regard will allow sufficient time for our dedicated teams to prepare all units in a meticulous manner, ensuring a comfortable and most enjoyable stay.

We trust that you will find this arrangement in good order, hoping that in future, all our valued visitors, will refrain from trying to check in early and/or request late check-outs.

In adhering to the above-mentioned times, you will assist us to accommodate our staff members in a reasonable and lawful manner, allowing them ample time to prepare the units. This will also avoid disappointment when we are not able to adhere to requests that contradict the above times.

**Unit change request**

It is important to note that while we strive to fulfil all requests for preferred units, we are not always able to. It is important to know that staff at our reception desk may not change units, as reservations are managed centrally.

Some units, even if unoccupied, are privately owned and may not be rented out by the Resort.

To ensure a smooth check-in process, we kindly ask that you contact the Resort (033 701 1261) 72 hours before arrival, to confirm your booking and assigned unit number.

TAKE NOTE:

If you wish to request a unit change, please get in touch with RCI for further assistance before you arrive.

If during your stay, there should occur any emergency or issue pertaining a specific unit, the Resort reserves the right to move you to an alternative unit with the same layout as described in your confirmation letter.

We recommend, for our and your own reference, that you print out your confirmation letter, to have it readily available upon arrival.

**Guest Supplies**

Regarding guest supplies, please note that as a self-catering resort, we provide limited guest supplies.

**Our policy does not:**

* include daily coffee provisions
* offer pre-filled salt and pepper shakers

**As part of the welcome-pack we offer:**

* one 100ml dishwasher liquid
* two small bars of soap
* one 30ml shampoo
* one 30ml shower gel

Should you run out, or need any of these items during your stay, the Resort has a convenience store on-site where you can purchase replacements.

**Wi-Fi**

The Resort provides limited Wi-Fi access to its guests. Each unit is allocated half a gigabyte of data to share. Additional data can be purchased through top-up vouchers.

It is essential to note that the Wi-Fi infrastructure is fragile due to the demographics of the environment.

The signal strength may not always be optimal. External factors such as load shedding and poor weather conditions affect the cell phone towers that the Resort relies on. Unfortunately, the Resort has no control over such cases, hence little can be done to rectify the situation. (In case of an emergency, we are prepared and the Resort has a back-up plan).

While the Resort strives to provide the best internet experience, technology can occasionally fail. Therefore, guests who heavily rely on the internet or plan to work during their stay, are advised to bring their own router for a more reliable connection.

**Load-shedding**

Regarding load shedding, the Resort has implemented measures to mitigate its impact. There is a backup generator on-site that operates during selected times. However, due to the high cost of fuel and general generator running cost, it is only operational at specific times.

Guests can stay informed about load-shedding schedules through our WhatsApp group. Reception can assist with joining the group, upon check-in.

During most days, the generator only runs at night, ensuring uninterrupted power for security purposes. An exception is made for Fridays and Saturdays, when the generator operates at all load-shedding times, throughout the day and night.

The Resort understands the inconvenience caused by load shedding and is committed to providing its guests with a comfortable and hassle-free experience.

**Activities, amenities, and restaurants**

Please note that the Hotel's activities, amenities, and restaurants are not affiliated with or managed by the timeshare resort you will be staying at. However, you will have full access to all their facilities as a timeshare guest. To learn more about what is available on-site, please visit [www.goodersonleisure.co.za](http://www.goodersonleisure.co.za/) and choose the Goodersons Drakensberg Gardens Golf and Spa Resort.

**Post Visit Survey**

RCI will send you your survey - please complete it.

When completing your RCI post-guest visit survey, please remember that the Hotel is privately owned and managed.

A kind request that you do not rate us on Hotel standards, but on services rendered by us, the Resort.

Please feel free to comment in the comment section as these comments are shared with management. The Resort is continuously striving to improve its standards. Honest and true comments are integral to assisting the Resort to achieve its goals.

We hope that the information shared with you will address most of the questions or concerns you might have had.

Thank you for choosing Fairways, Riverbend or Mountain View Resort, as your breakaway haven. We trust your stay will be a memorable experience.

Yours in Hospitality

Drakensberg Gardens Timeshare Resorts