

the essentials

Check-in/ Check-out

Our rooms are available for check-in from 2 pm. Check-out time is at 11am on the day of departure unless by prior arrangements have been made. You are more than welcome to store your bags at the front desk and collect them later in the day.

Breakfast

We offer an à la carte Breakfast in the dining room or outside (summer) on the terrace under the umbrellas between 07:30 am and 10:00 am. Sorry, we unfortunately do not serve breakfast in the rooms. An early breakfast is also possible (nothing before 7:15am); just speak to a staff member the day before to arrange for this service. The public as well as all guests who booked excluding breakfast, are welcome to join us for breakfast at R150.00 per person per day. Breakfast finishes at 10:00am to give the housekeepers a chance to start cleaning the rooms.

Breakfast grab & go

For those who cannot make our breakfast time, we offer breakfast packs for take away. Please order the packed breakfast the day before by 12pm.

Restaurants

All restaurants are within walking distance. **Café Olympia, Salt, Harbour House and Sirocco** are some of our favourite restaurants in Kalk Bay.

The **Brass Bell** and **Cape to Cuba** are wonderful for a drink. On weekends, Brass Bell and Olympia sometimes have live music. If you want to go for a nice breakfast or lunch, we recommend **C'est la vie** in Fish Hoek. A secret tip for breakfast is **Dalebrook Café**.

Drinking Water

You can be assured that the tap water you are drinking is of the best quality, though we suggest buying our bottled water.

Internet

WIFI is free of charge. You will find the code on the front cover of this book.

Adapters

Adapters can be collected at the reception and will be added to the account with a deposit of R200.00. You can also buy the adapters for the same price.

Charger

The bedside lamps in the room are wireless chargers. Feel free to use them if your mobile phone is compatible.

Parking

We offer on street parking. We have a security guard on duty every day from 8:00 pm - 06:00 am.

For your own safety, please keep your car locked and do not leave anything in it or park in front of anyone's driveway or on the yellow line.

Directions and Airport transfer

Take the Main Road to Muizenberg, go on the M3, before the Groote Schuur Hospital, go onto the N2 direction to the airport. The drive takes approximately 45 minutes, depending on traffic. We offer transfers for R595.00 per trip for up to 2 people (R90.00 for every additional person). For international departures check-in time is usually two hours before the flight, for national departures one hour.

Train

The Kalk Bay train station is on the Main road next to the Brass Bell Restaurant. You can buy a ticket there. It is much safer to go on First Class (Metro Plus) and during the day between (08:00 am -16:30 pm). A first-class ticket to Cape Town (estimated time 1 hour) and back costs you approximately R20.00.

Bedrooms/ privacy

Our bedrooms are cleaned daily, unless you have a do not disturb sign on the door.

Hairdryers and laundry bags can be found in the cupboard.

Smoking

Smoking is not permitted indoors or in any of the rooms. **This is the law in South Africa.** Should you wish to smoke, you are more than welcome to sit on the outside patio downstairs.

Hot water bottles

You can collect a hot water bottle in the evening in the reception area, you will find them in a big blue box close to the stairway (During Winter only).

Pool

Use the pool at own risk. Children always need to be supervised by parents or guardians. There is no lifeguard on duty. Please do not use the pool when intoxicated. Due to water restrictions in Cape Town we kindly ask you not to splash the water out of the pool.

Beach towels

Kindly ask reception for beach towels. There will be a R200.00 security deposit charged to your account and will be removed once the towel has been returned.

Towels

Please help us save water.

If you would like your towels to be washed, please place them on the bathroom floor. Towels not on the bathroom floor will NOT be washed but hung back on the rack.

Bathroom towels are for inside use only.

Swimming towels can be found by the pool in summer and we also have beach towels which you can borrow.

We kindly ask you not to use the towels to remove lipstick or makeup.

Spa

The Majestic Spa - located in the village and highly recommend by our previous guests. It is a real value for money in a 5-star environment. The entrance is on Main Road just after Kalk Bay Book Store, through the Majestic Village Security Gate.

We are more than happy to check availability and make reservations for you.

A massage can also be booked in the privacy of your room. Please enquire at reception.

Toiletries

Your bathroom contains a dispenser with a shower gel and shampoo mix.

There is also an organic hand soap at your basin. If you require any additional toiletries, please ask at the reception.

Children

Younger children residing at Chartfield remain, at all times, the responsibility of their parent or guardian, please take special care by the pool and on stairways. Parents are requested to take other guests into consideration.

Communication services

International dialling code for South Africa is +27, followed by the area code (e.g.: 021) and then the subscribers number (e.g.: 0027 (0)21 788 3793).

Business hours

Pharmacy (Drugstore): Fish Hoek or Lakeside
Open during normal office hours

Supermarket: Fish Hoek
08:00 - 20:00, 7 days a week

Doctors:
Weekdays 09:00 - 12:00 and 14:30 - 17:30
Saturdays 09:00 - 12:00, Sunday closed

Money Matters and Foreign Exchange

If you would like to change Euros or US-Dollars we can assist you at the Guesthouse.

Bank

Standard Bank: 086 0123000
Nedbank: 021 7840900
Absa Bank: 021 7843000

Trading Hours:
08:30 – 15:30 (Monday-Friday)
08:30 – 11:00 (Saturday)
Closed on Sundays

Emergencies

In the unlikely event of an emergency, please notify reception as soon as possible. If it is after hours, please notify the security guard.

In case of an emergency, please use your nearest exit at the back or front door.
Emergency Call Centre: 10111 / 112

Police: 10111 or 021 782 6289 (Fish Hoek)

Ambulance: 10177 or 021 782 3306 (Fish Hoek)
Hospital (Government): +27(0)21 782 1121
(False Bay Hospital- Fish Hoek)

Hospital (Private): +27(0)21 764 7500
(Melomed private hospital – Tokai)

Fire Brigade: +27(0)21 782 2222 / 1112 (Fish Hoek)

Breakages, damages or loss

We kindly ask guests to report any breakages, damages or loss of Chartfield Guesthouse property or your own possessions as soon as possible. At our discretion, we reserve the right to recover any costs resulting from actions of our guests in respects to the above.

Firearms

For safety reasons, we do not allow any firearms onto the premises.

Reception

General assistance: +27 (0)21 788 37 93
Reception at Chartfield Guesthouse is open from 07:00 am - 21:00 pm every day for your convenience.

Emergencies:
Florian: +27(0)72 148 2440

Noise

We like our guests to be able to relax and enjoy the day without any restrictions being placed on them. We ask that you respect the rights of the neighbours and keep the noise level down to a reasonable level, especially late at night. Please ensure that your children are not running up and down the stairs.

Indemnity

The premises of the guesthouse and its facilities are occupied and used at your own risk.

Although we take great care to ensure the safety of our guests, we are not responsible for any death, injury, theft or other consequences resulting from the use of our facilities.

Safe

There is a safe in the room to store your belongings. Please follow the instructions indicated.

Tours

We have a fantastic guide that does private tours around the Cape Town area. For example;

Winelands: You get picked up from Chartfield and go to Stellenbosch, Franschhoek and Paarl winelands. It includes wine tasting.

Peninsula: You get picked up at Chartfield and go around the peninsula (Cape Point, Hout Bay, Boulders Beach for African penguins, etc.)

Hikes: Start in Kalk Bay or Fish Hoek and explore the mountains with interesting information about nature and history from a local person.

If you do not wish to have a private tour, there is the Hop On Hop Off bus in Cape Town. It departs at the Two Oceans Aquarium. There is a red and a blue bus. The red bus takes you around the City Centre and the blue bus takes you along the Peninsula. Brochures are available at reception.

Safety tips

- Never leave anything valuable unattended when in a shop, restaurant etc.
- Never walk around with large amounts of cash.
- Look after your cameras, video recorders and cell phones.
- At night, park in well-lit parking areas where other cars are parked.
- Lock all doors and windows when leaving your car unattended.
- Keep all your valuables out of sight – in the boot when leaving car unattended.
- Do not accept ANY help from strangers at an ATM drawing machine. Rather cancel your transaction immediately and walk away.
- Be alert at all times.