

## General Information

Our friendly and well trained staff will go out of their way to make your stay at Linden Place a pleasant experience.

Office hours are from 8am to 4:30pm on working days.

We go out of our way to make your stay as uncomplicated, relaxed and pampered as possible.

### Smoking

**VERY IMPORTANT:** Linden Place is a non-smoking guest house. Ash trays are placed on outdoor tables for smokers' convenience. No cigarette buds in the plants, please!

Guest are urged to respect this arrangement.

### Arrival and departure:

Check-in is from 14h00 onwards.

On arrival, please report to the office. You will be required to provide proof of identity (ID book/ passport or drivers license) during the check-in process.

Check-out is by 10am on the day of departure.

Should you have the need to check-in earlier or depart later, contact our office with your travel details. We will try and accommodate your specific arrangements.

### Departure before 8am:

On departure hand the keys back at the office.

For departures outside of office hours, phone +27 (0)71 677 7217 for someone to meet you at the gate.

### Late arrival after 4:30pm:

Arrivals after 18H00 must be arranged beforehand. Phone +27 (0)71 677 7217 on arrival.

### Payment

A 50% deposit is required on confirmation of booking. The balance is to be paid in full on arrival.

Extension of the duration of your stay needs to be requested as soon as possible to avoid disappointment. Monies due for extended stays must be paid before the start date of the extension.

Payment can be done cash, by EFT or card (all Visa and MasterCard debit and credit cards are accepted).

Unfortunately we don't except Diners Club and American Express. We also don't accept cheques.

Foreign currency must be exchanged into South African Rands in order to pay invoices in ZAR.

### **Parking**

Linden Place offers ample secure, off-street parking on the premises. Most parking are covered and directly associated with the suite.

Please enquire during check-in as to which parking bay to utilise.

### **Security**

Second Street is guarded by 24\*7 security guards. We also have video surveillance in the street.

For your own security, and that of the other guests, ensure that gates and garage doors are closed after entry / exit.

Also ensure that your room / suite / cottage outside doors are locked before going to bed.

Although our staff are extremely trustworthy, we take no responsibility for any losses of theft. Valuables should be handed in at the office for safekeeping.

Linden Place supports **LeadSA** and **Crimeline**. Any suspicious activity will be reported to the authorities. Guests making themselves guilty of unlawful activities will be requested to leave the facilities of Linden Place immediately and forfeit all monies paid.



## **Disability**

We regret that Linden Place is not ideally suited for disabled or wheelchair using guests. Unfortunately all rooms have a step or two, mostly at the entrance which makes movement by wheelchair challenging.

## **Pets**

No pets whatsoever will be allowed at Linden Place. Rooms, suites and cottages are not equipped to accommodate animals.

## **Noise**

As Linden Place is a guest house for the discerning, you are requested to keep the noise levels down after 10pm. Utmost consideration for other guests are required.

Excessive noise cannot be tolerated and guests will be requested to leave and forfeit the remainder of the stay.



## Housekeeping

### Cleaning of rooms

Rooms will be cleaned daily between 8am and 3pm.

Rooms / Suites / Cottages occupied on a long term basis will NOT be cleaned on Sundays and Public Holidays.

Please wash your dishes. Detergents and cloths are provided. Excessive dishes will be charged at R100-00 per instance.

### Linen and Towels

Water and electricity are scarce and expensive resources in South Africa. Please assist us to reduce consumption and wastage.

Towels: Towels are generally only replaced every 2<sup>nd</sup> day. Please hang your towels on the railings to dry. Towels in urgent need to be replaced should be left on the floor on the bathroom.

Bed linen will be changed every 7<sup>th</sup> day.

### Guest amenities

You are provided with complementary soap, body lotion, shampoo and conditioner. These will be replaced once finished.

Guests on long term stays will only be provided bathroom amenities on arrival.

Coffee / Tea making facilities are provided. Items placed in the fridge are complementary and free of charge.

Once again, guests on long term stays will only be provided coffee / tea / rusks etc. on arrival.

### Other Services:

- ✓ Laundry service – enquire at the office.
- ✓ Affordable transport is available and we could also organise day trips in and around Johannesburg. (Book 24 hours in advance)
- ✓ Business facility with an internet connected PC, fax and print facilities available in office.
- ✓ Credit/debit card facility that can accommodate payment by VISA and Master Card.

- ✓ The office can arrange taxis or transport to and from appointments or shops.
- ✓ We assist with sightseeing tours in and around Johannesburg, restaurant reservations and theatre bookings.
- ✓ Wi-Fi - Certain rooms have direct access to the Wi-Fi. Enquire at the office.