

### IS THE WILLOWS SAFE?

Yes, the resort is in fact much safer than most neighbourhoods and there has not been a serious incident at The Willows in many years.

### WE PROMISE TO ALWAYS PROVIDE THE FOLLOWING SECURITY MEASURES:

- Security guards patrol the resort at night.
- Access into the resort is strictly controlled.
- Each unit has an alarm system which can be activated when you leave, ensuring the safety of your belongings.

### HOW AND WHEN SHOULD I PAY IF I MAKE A BOOKING AND ARE THERE ANY ADDITIONAL COSTS?

We require 50% of the full stay's payment as a deposit to secure the booking. The deposit is due within two days after you've made the booking. The deposit payment may be done via direct deposit and our banking details will be included on the provisional booking documentation we will send you after you've made a reservation. The balance of your stay's payment may be paid at any time but is only due on arrival. The balance payment can also be via direct deposit if done before arrival, or by cash, debit, or credit card on arrival. A refundable key deposit of R 100 for a unit, Private site or Standard site is payable on arrival.

### WHAT IS THE DIFFERENCE BETWEEN THE CHALETS, COTTAGES, RONDAVELS AND BUNGALOWS?

The Rondavels consist of one or more round, white buildings with thatched roofs that make up rooms and are connected to each other to form a unit. Bungalows are the same as rondavels, but the porch area has been enclosed to form part of- and make the unit bigger. The Chalets and Cottages are either face brick or plastered brick buildings with tile roofs. The Cottages, Double Bungalows and Triple Rondavel have enclosed braai areas.

### IS THERE SINGLE- OR DOUBLE BEDS IN THE UNITS?

Each unit has one bedroom with a double bed and the rest are single beds. The single rondavels (2 sleepers) only have double beds. There are no sleeper couches in any of the units. The single beds are either bunk beds, or drawer beds (one single bed fits underneath the other and must be pulled out to use). We do not allow more guests in the unit than there are beds.

### DOES MY BABY COUNT AS A GUEST?

Children from the age of 3 years are counted as guests and included in the maximum number of guests allowed in a unit. Camping cots (for babies under 3) are available on request (limited number available - first come first served).

### DO YOU GIVE DISCOUNT TO PENSIONERS?

Pensioners do get 10% discount if staying in a unit or 50% discount when staying on a camping/caravan site. This discount is given on condition that there are only two guests of whom at least one is a pensioner. If more than two people, all the guests must be pensioners. This discount does NOT apply during our in- and peak season periods. Discount cannot be given during or after the stay and MUST be arranged prior to or on arrival. Pensioner cards or ID documents must be presented on arrival. Pensioner discount cannot be given in conjunction with any other discount/special offer. Whichever is the greater of the discount offers will be applicable.

### DO YOU ALLOW TENTS IN THE CARAVAN PARK?

Tents or Caravans may be used at the camping sites. "Army" or "circus" tents are strictly NOT allowed. There may only be one caravan per site, but as many tents as desired may be put up if there are not more than six people on the site.

### IS THERE ELECTRICITY AND WATER AT THE SITES? IS THERE GRASS ON THE SITES?

All the sites are equipped with power points, and fresh running water is available close to each site. All the Private sites and three of the Standard sites are paved, while the rest of the standard sites are all grassed.

### WHAT IS THE DIFFERENCE BETWEEN THE PRIVATE AND STANDARD SITES?

Each Private site has its own lockable ablution and scullery facility, while there are two communal ablution blocks in the Standard Caravan Park.

### WHAT IS THE DIFFERENCE BETWEEN THE FRONT AND BACK SITES?

The front sites are sea facing and most have a partial sea view. Most of the back sites are more sheltered against the wind. Not all the sites have hedges in between them.

### ARE THERE TV'S IN THE UNITS?

Yes, each unit has a TV with OpenView. Super Sport channels are shown on a big screen in the games room.

### MUST I BRING MY OWN LINEN?

No, bedding and bath towels are provided in all units. Guests must however bring their own swimming towels.

### ARE THERE KITCHENS IN THE UNITS? ARE THE BATHROOMS INSIDE OR OUTSIDE THE UNITS?

Yes, each unit has a very well-equipped kitchen. All the necessary appliances and items are provided, e.g., fridge, stove/oven, microwave, kettle, toaster, cutlery, crockery, pots & pans, and utensils. Dishwashing liquid, a washing cloth & dish towel are also provided. All the units have bathrooms inside with a toilet, basin and a shower.

### ARE WE ALLOWED TO HAVE VISITORS AT THE WILLOWS?

Yes, we do allow a maximum of 5 guest visitors per unit or site. A fee is payable, and guests must leave the resort by 11pm. No more visitors will be allowed entry after 8pm.



**MAY I BRING MY PET ALONG?**

Only in exceptional circumstances will pets be allowed into the resort. In such cases, an application form must be completed and approved PRIOR to arrival. Strictly no pets are allowed at our resort during the in- and peak season periods.

**WILL THERE BE ANYONE TO ASSIST ME IF I ARRIVE VERY LATE? DO THE GATES CLOSE AT NIGHT?**

Reception is open from 7am daily and closes 7pm from Monday to Saturday and 6pm on a Sunday. Security guards are available through the night and can assist guests after office hours. Guests staying in the resort will receive gate tags and can enter and leave the resort at any time of the night or day.