

## Welcome to Ridgeway Close!

We are here to ensure your stay is as comfortable as possible. If you need anything or encounter any issues with the accommodation, please let us know immediately.

### Housekeeping:

- **Service Frequency:** Your unit will be serviced three times a week (no servicing on weekends or public holidays).
- **Linen & Towels:** Bed linen will be changed weekly, and towels will be replaced twice a week.
- **Important Note:** The cleaning service does not include washing dishes. Please keep the unit tidy between services. Dirty dishes and food spills left overnight attract pests like ants and cockroaches.

### Laundry:

- Your unit comes equipped with a washing machine, iron, and ironing board. If you need help using the machine, feel free to ask.
- A laundry service is available on request.

### Wi-Fi:

- FREE Wi-Fi is available in all units. Please use it considerately to avoid overloading the system. We ask that you refrain from downloading/uploading large files, streaming videos, or using live feeds.

### Parking:

- Designated parking is provided with remote-controlled access to the property.

### Smoking Policy:

- **NO SMOKING INDOORS** in compliance with South African legislation. Guests are welcome to smoke outside.

### Utilities and Amenities:

- **Included:** Lights & water, bedding & towels, and fully equipped kitchen facilities.
- **Basic Amenities:** We provide shower gel, toilet paper, dishwashing liquid, tea, coffee, etc.

- **DSTV (Hospitality Bouquet):** Limited channels are available, with the TV located in the lounge area of the unit.

### **Security:**

- We have taken measures to ensure the property is secure, but please remain vigilant. Lock all doors at night and when leaving the unit.
- **Important:** Do not leave valuables such as laptops or phones unattended in front of open windows.
- Ensure the gate closes behind you when entering or exiting the property.
- Avoid leaving money or other valuables lying around your room.

### **Visitor Policy:**

- Only the specified number of occupants may stay in the unit.
- For the security and comfort of all guests, **overnight or casual visitors are not permitted without prior approval** from management.
- Please notify us by phone or WhatsApp if you are expecting a visitor. All visitors must leave by 9:00 p.m. A surcharge applies for overnight visitors.

### **Load Shedding and Electricity:**

- South Africa is experiencing electricity supply issues. A load-shedding schedule is available on the fridge for your reference.
- Please switch off lights, fans, air conditioners, heaters, electric blankets, and appliances when not in use to help conserve energy.

### **Water Conservation:**

- Please be mindful of your water consumption during your stay.

Make sure you have our contact numbers with you at all times in case you need assistance. Thank you for helping us maintain a secure and comfortable environment for all guests.

Margie : 071 304 6849 **Phone & Whatsapp number**

Charles : 076 6930147

Landline : 033 3860683

