

AFRICANOS
COUNTRY ESTATE
Addo

You've Arrived

AFRICANOS

COUNTRY ESTATE

Addo

Hotel & Guest Services



TOURISM GRADING COUNCIL
OF SOUTH AFRICA



Welcome to Africanos Country Estate

We are delighted to have you as our guest. Please take a moment to read through our Room Directory to ensure that you are well informed of all that we have to offer. We trust that your stay will be memorable and very much enjoyable.

Thank you for choosing Africanos!

www.africanos.co.za

The image shows the entrance to a residential development. A large, light-colored concrete archway spans across the entrance, supported by two thick pillars made of stacked, irregular stones. The archway has a decorative stepped top. On the front face of the archway, the words "AFRICANOS" and "COUNTRY ESTATE" are mounted in large, raised, white letters. Below the archway, there is a covered walkway with a white ceiling and recessed lighting. The walls of the building are a mix of light-colored stucco and stone. There are several windows and doors with wooden frames. In the foreground, there are lush green bushes and some spiky-leafed plants. The sky is a clear, pale blue with a few wispy clouds.

AFRICANOS
COUNTRY ESTATE

We are proud of our . . . **Awards**

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"Your customers don't care how much you know until they know how much you care" – Damon Richards





About Us

About Us

Africanos Country Estate prides itself on its tranquil atmosphere and contemporary architecture. This recently established hotel comprises of luxurious guest suites, each rich with character and yet ever so modest making it the perfect home away from home.

Clients' comfort and relaxation are of top priority to us, it should come as no surprise that each suite is furnished with a king size bed and en-suite bathroom. These are just a few of the features that brings about a warm ambiance in this yet undiscovered haven.

Restaurant and only Sushi bar in Addo

Africanos Country Estate is the home of exquisite country cuisine as well as Addo's only Sushi bar. Our menu offers patrons a myriad of dishes to suit every palate and reveals a constant striving for the ultimate synergy of texture, flavour. The dishes are ever-changing eclectic combinations of flavours evocative of memory, experience and innovation. We have exceptionally high standards with regards to the quality and creativity of our cuisine. Our accomplished Chef is adept at creating menus for a range of dining experiences, from romantic dinners, to light meals, or traditional South African meals. For private dining, order a romantic dinner for two in your room, or indulge in a culinary feast in the restaurant. Special dietary requests are easily catered for on request. Our passion for service and hospitality ensures every meal is a special experience.

Your dream day. . .

Africanos Country Estate offers the perfect setting for the most romantic day of your life. We know that marriages are made in heaven but performed here on earth . . . and that's why we will go out of our way to make this memorable day an occasion that you would treasure forever.

Conference

Africanos offers a unique tranquil experience. Our individual conference venues have the ability to be morphed from a small event to a huge indoor or outdoor venue. The fully air-conditioned events hall can seat between 50-500 conference delegates. A state of the art projector, 7m wide screen and top of the range 'Shure' microphone system will ensure that your event is presented professionally and without a hitch. For a more intimate conference an executive boardroom with all electronic facilities is available. Africanos will breathe new life into company conferences, functions and special events. Our dedicated team will assist in ensuring that we provide you with an experience to cherish forever. At Africanos our customers are our main priority and we strive to meet all your needs. We know that every event is different with its own specific needs and objectives. Our team will work with you to create a long lasting impression on your guests or business partners.



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SPECIAL

AFRICANOS
COUNTRY

Fire and Emergency Procedures

Evacuation Process

Please take note of the evacuation signs in and around the Estate. In the event of an emergency please contact reception immediately and follow your nearest Exit Route (indicated on the back of the room door) to the designated assembly points. Please do not panic!



Emergency and Fire

Should you discover a fire please contact reception immediately. Please do not attempt to extinguish the fire yourself as our staff is trained to do so. Please move away from the dangerous area by following the exit signs.

These tips might help:

Investigate safety features of every establishment that you visit

Locate the fire extinguishers and hoses closest to you

If you leave your room take your room card with you, go to the nearest emergency assembly point, stay low and keep away from smoke

If you stay in your room fill the bath with water, wet sheets and pack them around the door. Contact reception and advise them that you are staying in your room. Cover your mouth and nose with a wet cloth and stay low and clear from smoke. If the doors and walls are hot pour water over them by using waste bins provided in the rooms and bathrooms. Stay Calm!

Emergency Contact Numbers

Africanos Country Estate: (T) +27 42 233 0030 / 32 (C) +27 72 394 8945

Email: lizel@africanos.co.za

Website: www.africanos.co.za

General Manager Mobile: +27 (0)82 761 6430 (Lizel)

Restaurant Mobile: +27 (0)72 394 8945

Switchboard / Reception: 10

Restaurant Reception: 12

General Manager Office: 11

*"Travel is the only
thing you buy that
makes you richer"*
- Anonymous

Should you not be able to get a hold of any of the above contacts, please call the on-site night security in the parking area to assist you.



Telephone Guide

Please note that incoming calls for guest's will be transferred to your room telephone, but unfortunately no outgoing calls are permitted.

How to contact a guest in another room:

Dial the underneath extension from your telephone:

Room 1: 15
Room 2: 16
Room 3: 17
Room 4: 18
Room 5: 19
Room 6: 20
Room 7: 21
Room 8: 22
Room 9: 23
Room 10: 24
Room 11: 25
Room 12: 26

*"There are no traffic jams
along the extra mile"
- Roger Staubach*

Medical Contacts

Doctors / Dentists / Hospitals

Should you, at any time, require the services of a doctor, emergency room or dentist please do not hesitate to contact our reception and we will gladly assist in making the necessary arrangements.

Contact numbers for the nearest

State Hospital: +27 42 230 0567 (Kirkwood Hospital 29km (30min)

Private Hospital: +27 41 392 6111 (St. Georges Hospital - P.E. 60km (52min)

Private Hospital: +27 41 390 7000 (Greenacres Hospital - P.E. 61km (53min)

Doctor: +27 42 230 1082 (Dr. Barnard / Erasmus) 28km (29min)

Dentist: +27 42 230 0136 (Sunday's River Dental, Dr. Potgieter) 28km (29min)

Alpha Pharm Pharmacy: +27 42 233 0007 (Addo 2.5km)

Ambulance Services

Guardmed: 041 373 6777

Netcare: 082 911

Relay EMS: 086 106 1061



Please Note:

For any major injuries or trauma, rather make use of the Private Hospitals



NIVEA
SUN

protect &
bronze

supports
natural tan

30

SPF 30
water resistant
oil free | 100ml



How to connect to Wi-Fi

Wi-Fi is FREE throughout the estate!

Select your Africanos Room Wi-Fi network after searching for wifi networks (example Room1) from your device. Then enter the password **lemon** (one word, small caps)

ALTERNATIVELY

Select the AFRICANOS GUEST network

The following screen will pop-up in your preferred internet engine:



Please log on to use the internet hotspot service

login

password

HOTSPOT GATEWAY
powered by *MikroTik*

Login Enter the word "guest" directly followed (no spaces) by any number between 1 and 20.

Example: guest2

Password: lemon



How to operate your safe

Safes:

For your convenience and to put your mind at ease there are electronic laptop safes installed in each room. You can find them in the closet leading from the room to the bathroom.

How to program your personal code

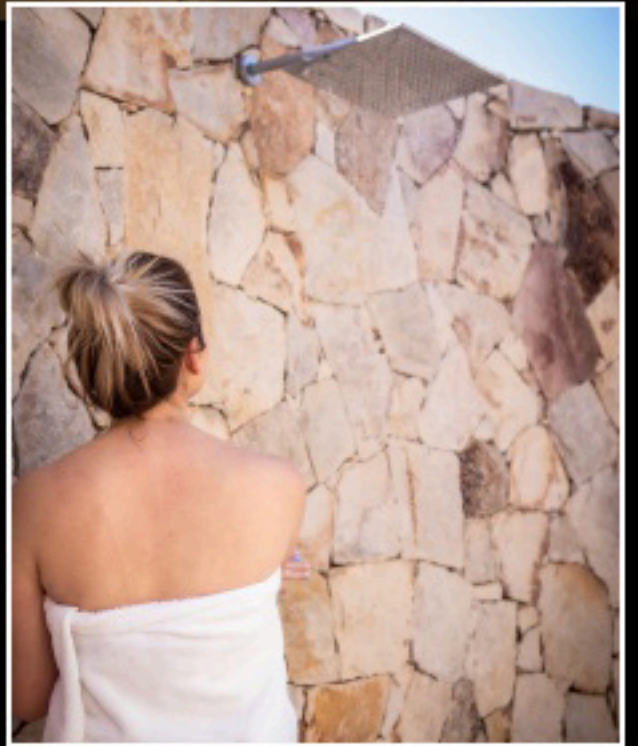
A. Press the red button on the inside of the safe door near the hinge while the safe is opened. The display will show "SET CODE".

B. Input a new code of 3 to 8 digits as new user code and then press the "START" button to confirm. The safe will play a sound and show "IN" on the display. The display will then show your entered code as a confirmation. New user code is now set.

Should you encounter any difficulties with locking or unlocking your safe please call Reception and a skilled staff member will come and assist you.

Africanos Country Estate accepts no liability for any items of personal nature. The Estate disclaims any responsibility for loss or damage to such valuables, whether such loss or damages arise from any cause whatsoever, or by whosoever.





Facilities and Services

Activities

We offer a large variety of activities in Addo. Please refer to the separate activity brochure for rates and more info. Alternatively, please contact our reception on extension 10.

Airlines

Reception will gladly assist with airline confirmation.

Animals / Pet Policy

Africanos does not allow pets in the bedrooms or public areas with the exception of service dogs.

Babysitting service

Africanos offers a babysitting service, free of charge during office hours. Please contact reception for arrangements.

Baggage Collection and Delivery

Please contact reception.

Banking Facilities

The only bank available in Addo is a First National Bank. Kirkwood offers all of South Africa's main banking facilities within the CBD area in town.

Absa T: +27 (0)42230 7900

First National Bank T: +27 (0)42230 0302

Standardbank T: +27 (0)860 123 000

Beverages

There is a coffee & tea making station in your room. These will be replenished daily. For any other beverages please contact reception.

Car Hire

Reception will gladly assist with car hire enquiries, but kindly note that the closest facility is in Port Elizabeth

Facilities and Services

Check out time

Check-out time is at 10:30am. Should you wish to check out later, please do not hesitate to contact reception for further arrangements.

Chemist and Pharmaceutical Products

The Hotel does not keep any medication as this can be readily obtained from pharmacies in Addo. Please contact Reception for assistance.

Credit Cards

We accept all major credit cards.

Currency

The South African Rand is the local currency.

Dentists and Doctors

Please see Emergency Contact List or contact Reception.

Electric Plugs

Built-in adapters for International plugs are located next to the desk in your room. The adapters are suitable for 220V appliances

Fine Wine & Cocktail bar

The diverse and delectable dishes served in the restaurant will, needless to say, be accompanied by an extensive and all-encompassing wine-list to cater for all tastes. Our wine list offers carefully selected wines from all over South Africa. Guests are invited to visit our Fine Wine Bar for pre-dinner drinks or an after-dinner get together.

Fire and Safety Rules

Please ensure that you are familiar with the location of your nearest and alternative escape route as depicted on the fire plan or refer to the Fire Emergency Procedure in this directory.

Facilities and Services

Golf

An eighteen-hole golf course is within easy driving distance (29km) of the hotel. Please contact Kirkwood Golf Club (T) +27 (0)42 230 0452

Guests with Disabilities

Please advise Reception if you have a medical condition or any disability which may require special attention during an emergency or an evacuation.

Hairdresser

Reception can recommend a salon in Kirkwood.

Housekeeping

Rooms are serviced daily. For long staying guests linen will be changed every 2nd day.

In-Room Dining

In-room dining service is available during restaurant hours. If you require any services outside these hours, please contact reception for special arrangements.

Internet

We provide complimentary Wi-Fi throughout the hotel precinct. Should you have difficulty connecting, please contact Reception.

Facilities and Services

Language

There are 11 official languages in South Africa. English is the language of administration and is widely spoken. Xhosa, Zulu and Afrikaans are the other most common languages spoken in Addo.

Laundry

Africanos Country Estate offers a laundry service. Please place your laundry in the laundry bag provided in the cupboard drawer before calling reception for pick-up before, 11am. A housekeeper will come and collect the bag and inspect the items while making a list of all the items needing attention. Your laundry will be placed back into your room by 5pm.

Unfortunately, no dry cleaning. Laundry done at guest's own risk.

Laundry Prices (per item)

Bassiere	R8
Socks (Pair), Handkerchiefs & Vests	R10
Blouses, Sleepwear, Shirts	R15
Shorts & Skirts	R18
Dresses, Trousers, Jeans, Jersey/Sweatshirts	R20
Track Suits	R25

Local Time

GMT +2 hours

Lost and Found

Please contact Reception for any lost or misplaced items.

Postage Services

Postage services is available at Reception.

Facilities and Services

Reception

We are at your service from 07h00 until 22h00. In case of an emergency please call any of the "emergency contacts".

Restaurant

Africanos Country Estate is the home of exquisite country cuisine as well as Addo's only Sushi bar. Our menu offers patrons a myriad of dishes to suit every palate and reveals a constant striving for the ultimate synergy of texture and flavour. The dishes are ever-changing eclectic combinations of flavours evocative of memory, experience and innovation. The restaurant is open for breakfast, lunch and dinner.

Opening Times : Monday – Sunday

Breakfast: 7h30am – 11am

Lunch: 12 - 3pm

Dinner: 6 - 10pm

Please enquire with reception for Sunday and Public Holidays trading hours.

Please contact the restaurant / reception should you wish to order room service.

Safes:

For your convenience and to put your mind at ease there are electronic laptop safes installed in each room. You can find them in the closet leading from the room to the bathroom.

See & Do

Information regarding tours, excursions and sightseeing in Addo area can be obtained from Reception or in the See & Do booklets in your room.

Shuttle Service

Please contact Reception if you require private transport.

Swimming Pool

The hotel has a swimming pool for your enjoyment. Towels and loungers are available at the pool area.

Facilities and Services

TV Channels:

Make sure that your TV's source is on HDMI. Press the TV Channel button on your DSTV Remote to view all the available DSTV (Satellite) channels. Please contact reception for assistance.

Value Added Tax

VAT, currently at a rate of 15%, is levied on most items and services, including hotel accommodation, goods and transport. Foreign visitors can reclaim VAT. Request a tax invoice for each purchase of R250 or more and present the tax invoice to the customs department at any of South Africa's international airports.

Valuables

Please put your valuables in the safe provided in your room. Africanos cannot accept responsibility for any missing items.

Voltage

The voltage throughout the hotel is 220v/50hz.

Water

The water at Africanos Country Estate is safe for drinking, but for your convenience bottled still water is placed in your room, daily.

Wake-up Calls

Please note that wake-up calls may be arranged with reception before 10pm the previous night.

Contact Us

Distances from Africanos Country Estate to:

Addo Town via R336 - 4.1km (4min)

Addo National Park via R342 - 11km (11min)

Kirkwood Town via R336 - 28km (28min)

Port Elizabeth via recommended map

GPS Coordinates

-33.517684, 25.667924



Contact Details

Africanos Country Estate, Addo
Corner of Zuurberg Road & R336,
Addo 6105

Eastern Cape - South Africa

T: +27 (0)42 233 0030 / 32

C: +27 (0)72 394 8945

www.africanos.co.za

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