



KIEVITS KROON

GAUTENG WINE ESTATE



FREQUENTLY ASKED QUESTIONS

	QUESTION	ANSWER
1	WHAT ARE THE PAYMENT TERMS?	<ul style="list-style-type: none">- 10% deposit is required to confirm the date of your booking.- full pre-payment needs be made before arrival date.
2	DO YOU OFFER COMMISSIONABLE RATES?	<ul style="list-style-type: none">- yes, we do but only for selected pco whom has signed and accepted our pco agreement
3	WHAT IS YOUR CANCELLATION POLICY?	<ul style="list-style-type: none">- 15% cancellation fee will be charged when the booking is cancelled 61 to 90 working days prior to the event.- 50% cancellation fee will be charged when the booking is cancelled 31 to 60 working days prior to the event- 75% cancellation fee will be charged when the booking is cancelled 15 to 35 working days prior to the event- 100% cancellation fee will be charged when the booking is cancelled less than 15 working days prior to the event
4	WHAT IS YOUR LATE CHECK-OUT FEE?	<ul style="list-style-type: none">- r 850 per room till 14h00, thereafter full room rate will apply.- should the client wish to guarantee late check out, applicable fee will be charged accordingly.
5	WHAT IS YOUR EARLY ARRIVAL FEE?	<ul style="list-style-type: none">- r 850 per room from 8h00, earlier arrival will have to book the night before, room rate will apply.- should the client wish to guarantee early arrival, applicable fee will be charged accordingly.
6	ARE THERE ANY DISCOUNTS OFFERED FOR BOOKING DURING CERTAIN TIMES OF THE YEAR?	<ul style="list-style-type: none">- we do have off peak seasons where accommodation for instance is at a discount.- we also do run specials on a seasonal basis, please follow our social media pages to receive updates on promotions and special offerings.-
7	CAN WE BOOK AND PAY ON ARRIVAL?	<ul style="list-style-type: none">- due to company policy all bookings/requirements (picnics, spa treatments, accommodation etc.) must be fully paid prior to arrival.- only once proof-of-payment has been received and the money is reflecting in the kievits kroon bank account will your booking be confirmed.
8	DO YOU ALLOW SELF-CATERING OR OUTSIDE CATERING?	<ul style="list-style-type: none">- kievits kroon does not allow self and/or outside catering.- all catering must be done by kievits kroon.- should you have any special requests we will work with our executive chef to provide you with catering according to your needs.-
9	CAN WE BRING IN OUR OWN BEVERAGES/ALCOHOL?	<ul style="list-style-type: none">- kievits kroon does not allow any beverages to be brought in.- all beverages must be provided by kievits kroon.



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		<ul style="list-style-type: none">- should you wish to bring in your own wine or champagne, a corkage fee will apply per 750ml bottle, prior arrangement is necessary.- corkage fee is R 200 per bottle for standard wines and may vary from R 500 to R 1500 for upmarket wines, champagnes and MCC
10	PLEASE CAN I GET THE MENU FOR THE CHEF'S CHOICE AS INDICATED ON YOUR CORRESPONDENCE?	<ul style="list-style-type: none">- the chef's choice menu will only be decided closer to the time by our executive chef. it will consist of 3 courses, starter main and dessert or as indicated on your function sheet or correspondence. our executive chef creates certain menus based on business levels and client preferences.-
11	DO YOU CATER FOR SPECIAL DIETARY GUESTS	<ul style="list-style-type: none">- yes we do, we do require prior communication and arrangement for certain dietary needs especially if it is religious based.- our executive chef is very flexible and would gladly assist where possible but it all depends on what the dietary requirements are as certain special diets have a surcharge attached to order them in and this needs to be carried by the client and or guest.
12	DO YOU ALLOW CHILDREN?	<ul style="list-style-type: none">- we allow children but regret that the estate is not designed for resort styled leisure activities to entertain children.- all children need to be always accompanied by an adult and should not disturb or infringe on the experience of other guest.
13	WHAT IS YOUR WI-FI STRENGTH AND SPEED?	<ul style="list-style-type: none">- our wi-fi strength is stable with a speed of 100mps upload and download- additional dedicated speed can be requested with sufficient prior notice at an additional cost
14	IS THERE A GUN SAFE ON THE PROPERTY?	<ul style="list-style-type: none">- we do not have a gun safe.- this can be handed in at the nearest police station or establishment that offer these services, the nearest station will be Kameeldrift police station.- alternatively, each room is equipped with a laptop size safe
15	WHAT IS YOUR SMOKING POLICY?	<ul style="list-style-type: none">- as a company we adhere to the smoking laws of the country, no smoking is allowed in any of the buildings and or within 10 meters of public.- all our bedrooms are also non-smoking, a cleaning fee will be charged if the rule is not adhered to.
16	MAY DAY VISITORS USE THE POOL?	<ul style="list-style-type: none">- please note that our pool and pool area is available exclusively for our in-house hotel guests only.
17	DO WE SUPPLY INTERNATIONAL PLUGS?	<ul style="list-style-type: none">- yes, we have plugs that suit different countries, this is available on request at reception, and a deposit will be required which is refunded upon the return of the item.- our newly refurbished room has been equipped with international plugs as well as USB outlets.



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18	CAN WE MAKE USE OF THE SPA FACILITIES, THOUGH NO TREATMENT WAS BOOKED?	<ul style="list-style-type: none">- unfortunate not, we do however offer discounted rates for hotel residence to make use of the thermae facilities.
19	WHAT IS YOUR NORMAL CHECK IN AND CHECK-OUT TIME?	<ul style="list-style-type: none">- standard check in time is from 14h00 and check out is at 10h00.
20	CAN EARLY CHECK IN AND LATE CHECK OUT BE ARRANGED?	<ul style="list-style-type: none">- R 850 per room from 8h00, earlier arrival will have to book the night before, room rate will apply.- should the client wish to guarantee early arrival, applicable fee will be charged accordingly.- R 850 per room till 14h00, thereafter full room rate will apply.- should the client wish to guarantee late check out, applicable fee will be charged accordingly.
21	CAN I HAVE EARLY CHECK IN?	<ul style="list-style-type: none">- early check in is subject to availability and cannot be guaranteed.- should early check in be required/guaranteed, room needs to be booked from the night before at the applicable room only rate.- luggage may be tagged and stored at reception until the room is ready.
22	DO YOU HAVE A STORAGE FACILITY FOR LUGGAGE BEFORE CHECK IN TIME?	<ul style="list-style-type: none">- yes we do, luggage will be tagged and stored at reception for early arrivals.
23	CAN YOU RESERVE SEATING TO BE TOGETHER AT THE RESTAURANT FOR LUNCH AND DINNER?	<ul style="list-style-type: none">- this can be arranged depending on the number of people in the group.
24	WE WANT TO HOST A BIRTHDAY PARTY AT THE POOL AND DECK AREA. WILL WE HAVE ACCESS TO THE SWIMMING POOL?	<ul style="list-style-type: none">- unfortunately, the pool area is for the leisure guests in the hotel who have also booked accommodation.
25	WHAT KIND OF SECURITY PERSONNEL AND EQUIPMENT DO YOU PROVIDE FOR YOUR GUESTS?	<ul style="list-style-type: none">- we have security on the premises all the time, patrolling day and night-time.- additional security can be arranged upon request at an additional fee if you need to safeguard areas or equipment or stock.
26	DO WE INCLUDE SHUTTLE SERVICES AROUND OUR AREA AND TO AND FROM OR TAMBO OR GAUTRAIN STATION?	<ul style="list-style-type: none">- a shuttle can be arranged upon request at an additional fee. to any destination required.
27	WE REQUIRE OUR ROOM DROPS TO BE DONE AT A SPECIFIC TIME, IS THERE A CHARGE FOR THIS?	<ul style="list-style-type: none">- yes, additional staff would need to be arranged to accommodate such a request and the cost for this will be obtained and advised accordingly by your designated events coordinator.
28	DO YOU HAVE SUFFICIENT GOLF CARTS ON THE PROPERTY?	<ul style="list-style-type: none">- there is 1 golf cart available, and it is mainly for the use of the porters to ensure that luggage is delivered to the rooms timeously.- Please liaise with our approved golf cart supplier direct, should a require exclusive golf carts for your event use, this would be for you own account. As it require liability acceptance as well as your own dedicated drivers.



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29	CAN WE MOVE FURNITURE?	<ul style="list-style-type: none">- please note that under no circumstances is any furniture, tables, or umbrellas to be moved or removed from a venue or public space.- the furniture provided is for the enjoyment of all guests for now and in the future.- penalty fee will unfortunately be levied if this is not adhered to.- should alternative furniture be required, a quotation can be obtained by your coordinator.
30	CAN WE ARRANGE ROOM DROPS?	<ul style="list-style-type: none">- yes, this can be arranged at a basic fee of R 100 per room dependant on the amount of items and size- it will be done at the requested time and needs priority planning and notification.- depending on the value and items, Kievits Kroon might insist that a member of the client or groups team accompany them to do these room drops.
31	WHAT EQUIPMENT IS INCLUDED IN A CONFERENCE PACKAGES?	conference packages include the following items: <ul style="list-style-type: none">- 1 x data projector,- 1 x screen,- 1 x pa system, with a wired microphone- 1 x flip chart, papers & pens,- 1 x conference smalls and extras- you are welcome to refer to our portfolio of menus and, packages and offerings, this will guide you as to all the extras included.
32	ARE THERE EXTRA COSTS TO ADDITIONAL EQUIPMENT OVER AND ABOVE WHAT IS SUPPLIED WITH A PACKAGE?	<ul style="list-style-type: none">- yes, there are additional charges, as per your own requirements. quotation can be obtained from our in-house technical service provider.- our portfolio also clearly indicates what is included, if not listed then we can assist to obtain quotations on your behalf.
33	MAY WE BRING IN AN EXTERNAL TECHNICAL SERVICE PROVIDER?	<ul style="list-style-type: none">- yes, this is allowed, however please note that this will not affect your package rate.- the external provider will need to supply all equipment and/or discuss their requirements with our in-house service provider for assistance and collaboration.- external service provider may not make use of the in-house technical equipment unless a prior agreement between the technical provider have been made.
34	CAN WE STICK PAPERS ON THE WALLS OR PIN PAPERS TO THE CURTAINS?	<ul style="list-style-type: none">- under no circumstances is any item whatsoever allowed to be stuck on walls, pinned on curtains or attach to any décor item or mantel piece.- please respect our facilities, failure to do so would unfortunately relate in cost levied against the group, client, and guest.- we kindly ask that papers are not to be stuck directly onto the walls or any item to avoid damage to the infrastructures.



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35	IF WE WILL ONLY BE USING THE VENUE FOR 2 HOURS, DO WE NEED TO PAY FULL VENUE HIRE?	<ul style="list-style-type: none">- yes, as we will not be able to sell the venue to another group event for that day.
36	WAITERS FOR WEDDINGS – CAN THEY ALSO BE HOSTS / USHERS TO DIRECT GUESTS. CAN I ARRANGE FOR HOSTS?	<ul style="list-style-type: none">- no, the waiters are there to assist the guests with their food and beverage needs.- should hosts be specifically required, this can be arranged at an additional fee for the guest/client's account.
37	WE LIKE THE VENUE (DE KASTEEL) BUT WOULD LIKE TO BRING OUR OWN LINEN AND CHAIRS. DO WE THEN STILL NEED TO PAY THE FULL VENUE HIRE AND MENU PRICE?	<ul style="list-style-type: none">- yes, you do, this is a stand-alone venue and the only time that the venue is inclusive to any rate is when a group is on a day conference package.
38	CAN WE JUST BOOK THE VENUE AND BRING OUR OWN CATERING?	<ul style="list-style-type: none">- no, this is a hotel, all food and beverages are supplied and catered for by the hotel.
39	DOES THE VENUE HAVE A LIST OF PREFERRED SUPPLIERS?	<ul style="list-style-type: none">- we do have preferred suppliers; however, you are most welcome to source and use your own supplier.- we request that you provide us with their contact details and information.
40	DO YOU ACCEPT CASH AT THE ESTATE?	<ul style="list-style-type: none">- may we kindly highlight the following for your attention: in the interests of the security of our guests and staff, kievits kroon is a cashless environment, we do accept all major credit and debit cards.
41	MY LAPTOP CANNOT CONNECT TO THE KIEVITSKROON FREE WiFi AND IT SEEMS TO BE THE FIREWALL ON MY DEVICE BLOCKING IT, CAN YOU HELP?	<ul style="list-style-type: none">- unfortunately, you will have to liaise with your own IT department as it requires administrative passwords AND ASSISTANCE
42	DO YOU HAVE LAN / WIRED INTERNET CONNECTIONS IN THE CONFERENCE ROOMS?	<ul style="list-style-type: none">- yes we do have and will gladly assist with a LAN cable