

Guest Information

Welcome to Bluemari's Retreat!

We are delighted to have you with us and sincerely hope that you will enjoy your stay. This little handbook holds important information about our facilities, services and the surroundings to make your visit as pleasant as possible.

Our guest house is a place where people can and should meet and share their experiences. All guests have access to the common areas of the house, including the dining room where breakfast is served, the living room, the library, the lounges in the courtyard and the pool. Admire the breathtaking 360° panoramic views of the Atlantic Ocean, the world-famous Chapman's Peak Drive and the beauty of the Hout Bay valley and surrounding mountains from our rooftop terrace.

Thank you for choosing Bluemari's Retreat - we wish you a wonderful stay!

Sincerely

Evelyne Blümli & Jan Marinesse
Passionate hosts

Contact numbers

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Hout Bay, January 2025 / V1

1. Arrival and Departure

Check-in 3:00 p.m. - 6:00 p.m.
Check-out 11:00 a.m.

Please let us know if you would like to leave later. If possible, we will look for a solution to extend your departure time.

2. Breakfast

Every day from 8:30 to 10:30 a.m. we serve our guests a varied breakfast in the common dining room. Please let us know if you have any intolerances or preferences so that we can take them into account when preparing the meal.

3. Minibar

The minibar is available to our guests free of charge. It is replenished daily with Nespresso capsules, mineral water and milk. There is also a kettle and various teas in the dining room.

4. Drinks / Honesty Bar

Welcome to our Honesty Bar! You will find a choice of drinks at the buffet, in the fridge below and in the lounge. You are welcome to help yourself at any time. We trust in the honesty of our guests.

Wherever possible, we buy at competitive prices and make our sales prices attractive for our guests. We can highly recommend the wines we offer, because we have tasted and liked them.

To ensure that this stays the case, please make a note of what you have consumed on your personal drinks list and hand it in at reception at the end of your stay.

Missing something? Please ask us. We can arrange (almost) everything.

5. House rules (unfortunately a few rules are necessary...)

We would like to make the stay of all our guests as pleasant as possible. Please feel at home with us, but please be considerate and limit your noise level to an acceptable level for all guests after 10:00 p.m.

Children under the age of 14 are unfortunately not allowed to stay with us due to legal requirements (unsecured pool).

Pets are not allowed unless agreed in advance.

Our guests are welcome in all areas of the house. Exceptions to this are our private area on the 1st floor, the kitchen and the entire basement, where an unaccompanied presence is not welcome.

6. Food

Preparing your own *food* in the kitchen is not allowed. Crockery and cutlery are available at the breakfast island for serving delivered meals (e.g. Uber Eats). Please place used crockery and waste neatly on the counter by the bar.

7. Room cleaning / laundry / toiletries

Your room is checked and cleaned daily. Bed linen and towels are changed every 3 days. Please let us know if you would like an earlier change.

Bathrobes and toiletries are available on request at reception.

We are happy to wash and iron your laundry for a small charge. Laundry brought in the morning is ready by midday the following day (except Sundays).

Fancy cooling off in the pool? Striped pool towels are available on the terrace. If you would prefer to go to the beach, we will be happy to provide you with suitable towels.

8. Smoking

Smoking and vaping are not allowed in rooms or common areas. You may consume cigarettes and vapes on the roof terrace and in the "pleasure area" in the middle of the driveway.

9. Sustainability

Sustainability and availability of resources were a priority from the outset when renovating our house. Modern technology helps us to cut consumption and remain as independent as possible from the water and electricity networks.

We draw all of our water from our 55-metre-deep borehole and treat it in a complex process to produce high-quality drinking water. This includes filtration, UV purification and reverse osmosis treatment.

A photovoltaic installation with inverter and battery storage ensures that we stay largely independent of the power grid, especially in the event of sudden or planned power outages (load-shedding).

The hot water tanks and the saltwater pool are heated by solar panels. A free EV charging station is available for electric vehicles in one of the parking spaces.

The effort needed to provide this comfort is considerable, especially as the constant availability of energy and water is not granted in South Africa. You can contribute to sustainability by using

resources wisely. Avoid daily full baths (Flamingo), fill up empty PET bottles with our tap water and switch off the air conditioning and lights when you leave your room.

10. Safety

The safety of our guests is our top priority. We have installed surveillance cameras on the property that react when someone enters the property and display and record selected activities. The house is also protected by an alarm system. As our guests, you are free to move about the property at any time. In case of an emergency, please remain calm and wait for instructions. If an evacuation is necessary, please proceed immediately to the assembly point at the front gate.

Please lock all windows and doors in the rooms on the first floor before you go out, including the front door (2 x). It is safe to leave all the hinged windows facing the inner courtyard open during the night.

11. Safe

There is a laptop safe in each room for your valuables. The instruction manual is inside the safe. Attention, the safe is protected by an acoustic alarm! If the safe is tampered with it will sound for about 45 seconds. The safe is then permanently blocked. We can reset your safe upon request.

12. Damage and defects

We rely on your help to ensure that everything in our house is in good working order. Please let us know of any damage or defects in the facilities so that we can take care of them as soon as possible.

13. Access control

Our house is equipped with a key system. Upon arrival, you will be given a *room key* that will give you access to your room and the guest house through the front door. Please always lock the front door twice when you leave and when you return, and do not forget to return the key when you leave.

The *front gate* can be opened from the inside by pressing the white switch that is found about 3 meters in front of the gate on the right side of the driveway. It can be opened from the outside by entering a code on the numeric keypad. At check-in you will be given a personal code which is valid until 12:00 noon on the day of departure. Please make sure that the gate is always closed behind you when you enter or leave the premises.

14. Tipping

Tipping is common in South Africa, especially in restaurants and services. In restaurants, a tip of about 10-15% of the bill is expected, unless the service was exceptionally good, in which case a higher tip is appropriate. Small tips are also common for taxi/Uber rides. People often live on these small tips.

In guesthouses and hotels, a tip of R50 per guest per night is customary, but not mandatory. In general, tipping in South Africa is a sign of appreciation for good service. A "Golden Piggy" is provided at the reception for tips. We will pass on all income to our staff.

15. WLAN/Internet/TV

Our house is equipped with a comprehensive, secure WLAN, which allows you a good reception signal in all areas.

Name: Subzero Password: Je311299!

Bluemari's Retreat is largely television-free. However, on request we offer the possibility to receive a selection of European TV programs in the living room and in the garden lounge.

16. Restaurants and bars

“We have changed the game”: Cape Town is crowned best gastronomic city in the world (News24, 29.10.2024). If you can't find it here, you probably won't find it anywhere else in the world.

Have a look at our website <https://bluemari.africa/local-hout-bay-highlights/> or ask us.

17. Places of interest

You can find a choice of top attractions and local activities on our website:

<https://bluemari.africa/top-attractions/>

<https://bluemari.africa/local-hout-bay-highlights/>

We are also happy to give you a few insider tips!

18. Transportation

Rental car: A rental car is the preferred choice for many tourists to explore the surrounding sights on their own. Cape Town and Hout Bay are relatively easy to reach by car, and the rental car offers flexibility, especially if you want to visit more remote places or the area around Table Mountain and the Cape Peninsula.

MyCiTi bus (public transport): The MyCiTi bus is a modern, reliable and inexpensive means of public transportation in Cape Town. The MyCiTi lines connect Cape Town with many suburbs, including Hout Bay. This option is particularly suitable for tourists who are traveling without a car and are looking for an easy way to get around the region.

Hop-On Hop-Off Tours: Cape Town's Hop-On Hop-Off buses are another great way to get around, especially for guests who want to see the main sights on an organized route. Three routes (blue, red, purple) cover many sights in and around Cape Town, including Hout Bay, V+A Waterfront and two wine producers in Constantia.

Private Tours or Uber Cabs: Those who prefer the comfort of a private driver or an organized excursion can book a private tour or use an Uber cab. This choice is great for guests who don't want to worry about traffic and want to enjoy the area in peace.

Minibus Cabs: For safety reasons, we do not recommend using minibus taxis.

19. Requests and feedback

Your feedback is important to us! Do you have any special requests or concerns? Please talk to us before we read it in a review! And let us know personally how we can improve your experience with us.

Emergency Numbers

Police: 10111
Fire department (Hout Bay): 107 or +27 21 480 7700
Emergencies (via mobile): 112
Ambulance: 10177
Hout Bay Police Station: +27 21 791 9300

In case of a fire, please proceed immediately to the assembly point (entrance gate)