



GUEST INFORMATION DIRECTORY

Service	Information
Air Conditioning	All hotel bedrooms and adjoining lounges are air-conditioned. Please switch off the air conditioner when leaving your room and keep windows closed while in use.
Bar – The Lantern Bar	Open daily from 14:00 – 21:30 . Enjoy a selection of beverages, pool, darts, and live sporting events on the big-screen TV.
Conference Facilities	Four conference venues available: Wild Fig, Bell Palm, Chapel and Little Fig Boardroom. Suitable for conferences, meetings, functions, weddings, anniversaries, product launches and more. Please enquire at Reception for a customised quotation.
Dietary Requirements	Please inform us of any special dietary requirements or food allergies and we will do our best to accommodate your needs.
Duty Manager	For assistance between 06:00 – 21:00 , please contact Reception on 076 769 7106 . For emergencies after hours, call the same number.
First Aid & Medical Assistance	Basic first aid supplies are available at Reception. Call or WhatsApp 076 769 7106 for assistance. Dr De Beer: 039 695 2320 . Hibiscus Private Hospital (24 Hours): 039 688 9960 / 9865 / 9947 .
Iron & Ironing Boards	Available from Reception, subject to availability. Contact 076 769 7106 .
Internet (Wi-Fi)	Complimentary Wi-Fi is available throughout the hotel, including guest rooms, restaurant, lounge, deck area and Lantern Bar.
Pets	Pets are not permitted on the hotel premises.
Reception	Open daily from 06:00 – 22:00 . Contact 076 769 7106 for assistance.
Pool Towels	Available from Reception. Kindly do not take pool towels to the beach.
Restaurant – 30° South	Breakfast: 07:00 – 09:30. Lunch: 12:00 – 16:00. Dinner: 18:00 – 21:00. Please enquire about the daily menu and service style.
Room Service	Drinks may be ordered through Reception or the Bar. Call or WhatsApp 076 769 7106 . A tray charge of R50.00 applies for meals served in-room.
Safekeeping	A safe is provided in each room. Management cannot accept responsibility for valuables not secured in the room safe.
Security	A security guard patrols the premises and parking areas from 18:00 – 06:00 daily.
Smoking Policy	Smoking is NOT permitted in guest rooms, the restaurant, patio, or bar areas. Please use the designated smoking areas.
Spa Treatments	Available through an independent third-party provider. Please enquire at Reception.
Speed Limit	Maximum speed within the hotel grounds is 10 km/h. Please be mindful of children and our resident cats.
Swimming Pool	Children under 13 must be supervised by an adult who can swim. The pool area is not enclosed by a safety fence or net. The pool area may be closed during private functions.
Television	Rooms are equipped with TVs, with selected hotel packages offering a limited number of channels.
Gratuities & Tourism Information	Gratuities are not included in your account. Tips for excellent service are appreciated. For local attractions and things to do, guests can visit <u>Whats on, South Coast? – Local First</u> - https://localfirst.africa/whats-on-south-coast/
Towels	Bath towels are for room use only. Pool towels are available from Reception. Towels are not replaced daily unless left in the bath or on the bathroom floor.
Water	Tap water is safe to drink. Bottled still and sparkling water may be purchased from the Bar.
Weddings	Umthunzi Hotel & Conference specialises in weddings and celebrations. Please enquire at Reception for further information.

Important Guest Information

Notice	Information
Check-Out Time	Rooms must be vacated by 10:00 on the day of departure. Late departures must be arranged in advance and may incur an additional charge.
Room Keys Liquor	Please return your room keys to Reception upon departure.
Policy Noise Policy	Consumption of privately purchased alcohol on hotel premises is prohibited. Late-night parties, excessive noise and disturbances are strictly prohibited.
Right of Admission	Management reserves the right of admission.
Conditions of Stay	Guests use hotel facilities at their own risk. The hotel cannot be held liable for loss, damage, injury or death arising from the use of hotel facilities.

Contact Information	
Contact Details	Information
Telephone	039 695 0852
After-Hours	076 769 7106
Email	reservations@umthunzi.co.za
Website	www.umthunzi.co.za

Thank You

Thank you for choosing Umthunzi Hotel & Conference. We wish you a pleasant and memorable stay.



UMTHUNZI
HOTEL & CONFERENCE