

FREQUENTLY ASKED QUESTIONS
For Accommodation Establishments



1. **How much notice will you give me to open my establishment?**
 - a. This question is guided by you and we ask you to answer this in the link we send you to Mark your Property as available.
 - b. From our side we will provide 48-72 hours' notice before guest arrival.
2. **What info is needed from us, to be able to receive bookings?**
 - a. All the info that you entered on the link is what we use to categorise your property.
 - b. When we receive a booking request for you, you will be contacted.
3. **What is the minimum length of stay?**
 - a. Minimum stay is 7-days and then weekly thereafter, unless otherwise agreed
4. **How will we receive our booking?**
 - a. Bookings are sent via email, with all the Booking Details including rooming list.
 - b. For very urgent bookings we will contact you telephonically, then follow up with mail.
5. **Will the guests we receive be infected and require Quarantine?**
 - a. No, quarantine hotels are handled separately.
 - b. Guests staying at your establishment will be healthy and trying to avoid infection, by opting to be accommodated in a hotel instead of risking infection by travelling.
 - c. Please be informed, that everyone in South Africa is at risk of infection, so if you are aware of anyone showing symptoms, please inform us immediately.
6. **How is payment handled?**
 - a. Payment will be made by client directly to you, unless otherwise arranged.
 - b. Part of the booking process, will include the payment details and check in procedure.
 - c. Villas and Hotels for Africa, will not be liable for any payment, unless specifically communicated in writing and indicated on the hotel check in voucher.
 - d. DO NOT accept any guests without them presenting you a detailed check in voucher, the voucher must exactly match the details of the booking request we sent you.
7. **What is check in procedure?**
 - a. Guests must only be checked in AFTER we have confirmed the booking in writing and provided you with the voucher.
 - b. Please ensure you take a copy of their ID document (no one may check in without it) and record their details, including name surname, copy of ID and home address, as well as address of the place they will be once they leave your property.
 - c. Guests must produce their unique Check In Voucher, the details of which must tie in with those provided to you by our Reservations Team at the time of booking.
 - d. Any extensions will be done in writing by Villas and Hotels for Africa.
 - e. Please do not permit any changes to the booking, without confirming with us.
8. **What is expected from the establishment in terms of guest service?**
 - a. Pre-sanitized and clean rooms, serviced every 3rd day, unless otherwise pre-arranged
 - b. Bed linen and towels supplied at all hotels, guest amenities as arranged.
 - c. If booked exclusively, no other bookings may be taken for the time booked.
 - d. Meals, if pre-arranged.
 - e. No public will be permitted at the hotel or any of its facilities and only the guests booked may stay there and make use of any facilities.
 - f. Hand Sanitizer, or clean hand washing facilities, must be available at the Hotel Lobby and any other public spaces.
 - g. If you suspect any guest might be infected, please inform us immediately.
9. **Complaints**
 - a. We have a Manager on Duty, from 7am till 9pm and is available on 021-948 2062.
10. **Last minute bookings for Emergencies**
 - a. Contact our Manager on Duty CovidHotels@VillasAndHotels.co.za
11. **My property is not registered for VAT, can I still receive bookings?**
 - a. Yes, you can.
12. **Do I have to pay Commission to you?**
 - a. No, we are not charging any commission or fees for this project, so if you receive a booking from us please share the love and let people know that we helped you.

13. ***My establishment does not have an Essential Services Permit, does this mean I cannot receive bookings?***
- a. No, it does not, we will ensure that all the necessary statutory requirements are in place before confirming the booking with you.
 - b. If you are registered with CIPC, You can apply for an Essential Services permit on the Bizportal website https://www.bizportal.gov.za/essential_service.aspx , you can also contact the Department of Tourism to permission to accept bookings, contact Paul Mamola pmasemola@tourism.gov.za or Keetso Makumbe kmakumbe@tourism.gov.za
 - c. Please note we cannot do this on your behalf, you will have to ensure that you have the necessary permissions in place, before we are permitted to confirm a booking.
14. ***I have listed my establishment, what now?***
- a. We will upload it onto our portal and make it available for Essential Services Companies to book.
 - b. If the booking is dependent on an external funder or donor, the booking will be placed on hold until the funds are made available.
 - c. Selections of properties are based primarily on location and price. If your price is too high, it may not be selected. For this reason, please ensure you put your very best rate forward. We have a price guideline on the link.
 - d. You are not forced to charge according to the guideline, but it will make your property available on more searches if it is.

If you have any other questions, please send us an email to Stay@VillasAndHotels.co.za or if its urgent you can call us on 021 948 2062.

NB: Please only call when it is urgent as we want to keep all our lines open for bookings and Emergencies.