

FREQUENTLY ASKED QUESTIONS  
For Accommodation Establishments



**PLEASE READ ALL POINTS** – updates made to accommodate Level 3, **New Points added** from 15 onwards.

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 your registration 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
  - b. On lockdown level 3, this will change and shorter stays will be made possible.
4. **How will we receive our booking?**
  - a. Bookings are sent via email, and phone, with all the Booking Details including rooming list.
  - b. You may also receive bookings directly, please inform us when this happens, so that we can apply for the necessary permissions to Department of Tourism and keep track of the guests movement.
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 pre-payment, either by us or by client directly as 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. Please take note of the payment instruction on extras, such as meals.
  - 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 can check in AFTER we have confirmed the booking in writing and provided you with the voucher.
  - b. Guests must produce a copy of their Essential Services permit on checkin, must match their ID.
  - c. Please ensure you take a copy of their ID document (no one may check in without it) and record their details, including name surname, home address, and address of where they are travelling next.
  - d. 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.
  - e. Any extensions will be done in writing by Villas and Hotels for Africa. If the guests advise you they wish to extend, please let us know so we can apply for the extension to Department of Tourism.
  - f. 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 3<sup>rd</sup> 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.
  - h. Please visit our website, for the latest TBCSA Protocols for accommodation ,you will find detailed guidelines there.
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 by email at Stay@VillasAndHotels.co.za or 0219482062 for emergencies..
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 or pay for listing? Are there any costs to join 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. You can accept Essential Services clients with the necessary permissions in place.
  - 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](https://www.bizportal.gov.za/essential_service.aspx).
  - c. ALL properties require written permission from the Department of Tourism in place to receive essential services guests. We will handle this for any properties listed with us.
  - d. You can also contact the Department of Tourism yourself if you prefer, contact Paul Mamola [pmasemola@tourism.gov.za](mailto:pmasemola@tourism.gov.za) or Keetso Makumbe [kmakumbe@tourism.gov.za](mailto:kmakumbe@tourism.gov.za)
- 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. Properties are chosen by clients, 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.
- 15. TBCSA Protocols for accommodation establishments**
- a. Please visit our website to download the recommended protocols and guidelines for Tourism Industry, take note that you do not need to comply with those for Quarantine Hotels only Essential Service Hotels.
  - b. Kindly take note of the minimum basic requirements, such as hand sanitizers, distancing, masks etc.
- 16. Lockdown Levels changes, how does this affect my business?**
- a. For the WC there is uncertainty about whether it will move to level 3 or remain at level 4. This will not affect us being able to promote your hotel at all.
  - b. Level 3 will just mean that added potential clients will be allowed to move around, so it will give us a wider range of clients to assist with accommodation. We are already in contact with these.
- 17. What do I do if a Client contacts me directly?**
- a. Please email Carmen at [stay@VillasAndHotels.co.za](mailto:stay@VillasAndHotels.co.za) or 0219482062 to inform us about the request.
  - b. We will apply to the Department of tourism for the necessary permissions to accept the booking on your behalf.
  - c. We will also be able to keep tabs on where the guests came from and where they are going next, in case the Department of Health needs to trace them.
- 18. What if I don't like the images and information on my listing?**
- a. We have used images from your own website, if you would like to change any images or info, please email [listings@VillasAndHotels.co.za](mailto:listings@VillasAndHotels.co.za) and we will make the changes for you.
- 19. I have multiple properties, can I list all of them?**
- a. Of course you can, please contact us for assistance with this on [Listing@VillasAndHotels.co.za](mailto:Listing@VillasAndHotels.co.za).
  - b. We will have to reset your email link with every listing, we also have a manual listing form available.
- 20. Is your listing portal for Individually owned properties or Hotel Groups or Everyone?**
- a. Our portal is for everyone with an accommodation property, who wants to be seen by essential services.
- 21. How can we help?**
- a. **Leads to help fellow hoteliers** - You can help us help our Hospitality Industry, by telling us about any essential services clients that need help finding accommodation. This will help us share the client with other establishments in other parts of SA who can also benefit from much needed bookings.
  - b. **Share our Story** - You can help by telling people about what we are doing, share our Facebook posts with your friends.
  - c. **Advertising** - We have created advertising opportunities on the portal, if you know of someone that could benefit by being exposed to Essential Services and Accommodation Establishments, please let them get in touch with us, [Advertise@VillasAndHotels.co.za](mailto:Advertise@VillasAndHotels.co.za). Because we are not charging any fees or commissions to Hotels or Essential Services, for our portal, Advertising, is what will allow us to continue with this work going forward.
  - d. **Sponsorship** of an Ad for someone else – Sponsor an Advert for someone in your community that has lost their job and has started another business to help support themselves.
  - e. **Volunteer** – We can always use more help, we need help with marketing, sales, graphic design, Media relations, PR, Fundraising. We can't pay a basic salary right now, but you will be part of an amazing team that is doing something really special to help our Tourism Industry.

'The strength of the TEAM is each individual member. The strength of each member is the team'. Phil Jackson

If you have any other questions, please send us an email to [Stay@VillasAndHotels.co.za](mailto: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.