

**THE ARCH, 2656 CLARENCE
DRIVE, BETTY'S BAY**

MANUAL

– for all you need to know

WELCOME!



Welcome!

Your Host is Michelle

I can be reached on **079 494 3955**.
Please leave a message if I am busy on another
call!

I live in Strand, which is a 45 minute drive on
good day and a hour and a half on a bad day.

I will personally check your party into the house
and will be there on check-out.

We can also be reached on Facebook -

[HERE](#)

@TheArchBettysBay

On our Website

[HERE](#)

www.thearchbettysbay.co.za

or by email

[HERE](#)

michelle@nadprop.co.za

I hope you enjoy your stay!

Keys Procedure

You will receive a Unit Key set

THE RED UNIT

First Floor

- 1 x The front door key
- 1 x Garage remote
- 1 x Gate and alarm remote

THE BLUE UNIT

Second Floor

- 1 x Ground Floor Key
- 1 x Landing Key
- 1 x Front door key
- 1 x Garage Remote
- 1 x Gate and alarm remote

ARCHIE

- Apartment on garage
- 1 x Front door key
- 1 x Garage Remote
- 1 x Gate and alarm remote

- All room keys are in the doors together with a bathroom key and wardrobe keys.
- The geyser room keys are in the kitchens
- Lost keys - Please call me!
- SAFE Security has limited access - Gate remote and alarm remotes.

What to Bring to Betty's Bay

- We have bath towels - you need to bring swim towels
- A Warm jacket, we have warm feather duvets.
- Comfortable walking shoes
- Sunscreen, you will tan through the clouds!
- Water Bottles, can be filled up at the house - great water (From the fridge)
- Food and spices - There is a microwave, Toaster, Oven, Gas Hob, Huge Fridge all cutlery, openers and knives supplied. There is great restaurants and take-away's nearby for when you just need to sit after a day on the mountain.
- Good Wine, great for sun-downers on the roof.
- Firelighters and wood.
- Coffee, there is a plunger
- We have washing machines/ tumble dryers - bring detergent.
- We have Dishwashers - Bring detergent.

INTERNET

WIFI

The internet is shared, be
kind!

The password is

Please log onto the Guest
account.

DSTV

Channels

Package - Premium Plus

Channels - Next Page

Terms and Conditions

In Short

1. The agreed upon number of guests determined the price and service levels all guests enjoy.

Absolute maximum persons (Incl. Toddlers and Babies)

Unit 1 - 6

Unit 2 - 6

Archie - 4

2. The Arch is a quiet nature retreat and noisy socials and loud music can unfortunately not be accommodated.

3. The Arch is non-smoking

4. There is no pets allowed, unless previously arranged - we would also like to point out that the gate opens onto a busy road and the safety of your pets should be considered.

5. The roof area is very high, the walls can be climbed - you accept full responsibility for any children/pets that are allowed by yourself on this area.

6. There is ample parking for our paying guests, we cannot accommodate outside vehicles.

Terms and Conditions

7. All furniture and blankets/ pillows cannot be taken outside with the exception of the camping chairs.

8. Please communicate any complaints and suggestions to us, even if you think it is small, we appreciate any feedback.

9. The deposit we are holding will be paid back on the day after check-out - Please check the inventory and report any missing items no more than two hours after check-in.

Legal responsibility

- The person booking the house accepts full responsibility, in his personal capacity, for any losses, breakages or damages of any nature occurring to the house, or the contents thereof, during their stay.
- agrees to convey these Terms and Conditions to all the members in his group, and
 - accepts the responsibility to ensure that all members adhere to the stipulations of these Terms and Conditions.

We reserve the right of admission.

HOST Checklist

Please check off -

- Keys are handed over as per key chart -
also Q20 the locks
- All Room Keys are in doors
- Sliding Door keys and Landing keys are in doors
- Geysers are on - unit 1/2 upstairs 3 garage
- DSTV is on, Channel pages
- WIFI Password is given, router is on.
- Alarm light are pointed out
- Inventory checklist is handed over
- Check Toilet Paper, Globes, bin liners
- Trash Procedure - Closed bags in Garage
- Give extra emergency number
- Point out SAFE number
- Write down numbers given, also Next of Kin.
- Sign Guest information Form

Guest Information

The following information is required to ensure the accurate processing of your booking, your smooth check-in on arrival and for record and security purposes. Please complete the form and return it to us with a copy of either your ID document/passport/drivers licence. Alternatively, please have such ID available when you check in.

Baboons Snakes Wind & Betty's Bay

Advice -

- Always Stay Calm
- Emergency numbers are on the next page
- Let us know - we have landlines and can help to phone to get the right people out!
- If Baboons enter the property do not approach them, do not scare them do not feed them - If they are in the house - Leave and leave the doors/ windows open. They want to leave from where they came in - DO NOT LOCK THEM IN THE RESULTANT MESS IS A NIGHTMARE. They are attracted by food, keep your food inside when you are not there!
- The WIND will blow - This makes for beautiful landscapes, waves, memories and photo's but USE the windstill days! Go with the weather forget the plans.

Baboons

Snakes

Wind

&

Betty's Bay

Advice Continued -

- Betty's Bay is SURROUNDED by awesome other little towns - take a drive!
- Harold Porter Botanical Gardens is down the road.
- Walk to the beach.
- Go and find the BIG sand dune in Betty's Bay.
- Go Surf
- Always tell your family where you are going.
- The red button on your Gate/Alarm button is the PANIC button - don't press it for fun. SAFE will be there shortly with a call out bill if not cancelled.
- Use the Alarms!
- The Sticks in the window frames are to keep the baboons out, if you remove them they can open the windows.
- And Relax!

Emergency Numbers

Fire/Emergency Support Services – Jorika Rabie –
J.Rabie@vodamail.co.za 072 130 5760

Security/CPF/Neighbourhood Watch – Tim McGavin –
timmcgavin22@yahoo.com 083 703 8071

SAPS Emergency Contact Numbers

Emergencies 10111

Charge Office 028 271 8219

028 271 8200

Station Commander 082 778 6793

Additional Cell Nos. 079 894 1624

079 894 1622

082 443 6069

Sector Policing Officer 082 522 1831

Overstrand Emergency

24 Hours 028 313 8111

Fire Department

Control Room 028 312 2400

Marlu Rust 082 776 9287

Wendy Tawse 082 442 8005

Fires in Reserves 082 783 8585

Security Providers

Ask Security 071 135 9029

Useful Numbers

Ambulances

Provincial 10177

ER24 084 124

Doctors

Dr Du Plessis 028 271 4227

Dr Van Niekerk 028 271 4227

Dr Morkel 028 271 4227

After Hours 082 653 6355

Dr Greeff 028 272 9999

After Hours 082 659 9437

Dr Moses 028 271 3152

After Hours 078 417 5628

Dentists

Dr Duvenhage 028 271 3467

After Hours 082 861 0616

Dr Engelbrecht 028 271 3662

Dr Visser 028 271 5321

Dr Radie De Villiers 028 271 3226

Hospitals

Hermanus Provincial 028 312 1166

Hermanus Medi-Clinic 028 313 0168

Vergelegen Medi-Clinic 021 850 9000

Veterinarian

Dr Dave 028 271 4183

After Hours 083 440 5191

KAWS

Useful Numbers

Animal Welfare 028 271 5004

Pharmacies

Albertyn Pharmacy 028 271 4666

After Hours 082 927 5240

After Hours 082 868 4267

Kleinmond Pharmacy 028 271 3320

After Hours 082 652 4309

Optometrists

Obermeyer 028 271 3119

Optical Eyes 028 271 5684

Municipality

Betty's Bay 028 272 9263

Kleinmond 028 271 8400

Fire & Water 028 313 8111

Law Enforcement 028 313 8111

028 271 8466

Traffic 028 313 8111

Sewerage Removal 028 271 8435

Hermanus 028 313 8000

Useful Numbers

Seawatch

Betty's Bay 028 272 9532

Mike Tannett 082 994 9300

NSRI (National Sea Rescue Institute)

Emergency Call 112 from your cell

or Craig Lambinon 082 380 3800

Website <http://www.nsri.org.za/contact-us/>

NSRI, Possibly out of date

Gordons Bay 021 856 1992

Hermanus 028 312 3180

Eskom

Electricity 021 859 5304

Emergencies 08600 37 566

General

Councillor Lisel Krige 028 272 9533

Betty's Bay Post Office 028 272 9363

Centre Shop 028 272 9230

Penguin Place 028 272 9257

Tourism Bureau 028 271 5657

Hangklip Community Care Centre 082 378 1614

Fire Extinguisher Service 083 741 9914