



BROWNSUGAR

BACKPACKERS

JOHANNESBURG

75 Observatory Avenue

Observatory Ext 1

Johannesburg, 2187

Registration No: 2006/190457/23

TEL: 083 377 9529 or 083 943 6696

E-mail Address: liezel@brownsugarbackpackers.com

"Where more people have slept with us."

GROUP BOOKINGS SUMMARIZED RULES & REGULATIONS

1. **PRIVATE BLANKETS**: You are NOT allowed to bring your private blankets inside the hostel. Please leave blankets on bus or we will lock it away in our day storage area. Housekeeping staff will remove them from rooms and lock them away, if not handed in at reception and found in rooms as we provide blankets.
2. **COOKING and EATING IN BEDROOMS**: NOT allowed in **BEDROOMS**. Please use the kitchen areas to prepare and cook all meals. You can eat your meals in the designated dining room, outside patios or TV room. This includes all take away meals and other cooked food.
3. **BLANKETS & BEDDING**: **DON'T REMOVE** any blankets, bedding or pillows from the rooms or use these outside the bedrooms or at the pool area at any time during your stay.
4. **INTERNET or Wi-Fi**: **EXCLUDED** for all groups as the router can't accommodate so many users.
5. **DRUGS, ALCOHOL or WEAPONS**: NOT allowed inside the hostel, premises or rooms at ANY time, even if you are older than 18. You are part of an organized school, sport or cultural tour and it will not be tolerated at our hostel.
6. **NO SMOKING**: NOT allowed inside the building or bedrooms or bathrooms at any time as prescribed by public law.
7. **MEALS**: The adult in charge must complete the attached list of dietary requirements and hand over to the manager within 60-minutes of arrival to ensure all guests are catered for as we serve set menus for breakfast and supper, if booked. If the names are not on the list, we will not have food for them and they need to eat first.
BREAKFAST MENU: Please refer to the invoice for menu, which includes ONE serving per person.
DINNER MENU: Please refer to the invoice for menu, which includes ONE serving per person.
8. **NO WAITERS**: We are not a hotel and therefore do not have "waiters" please place take your plates, bowls and cutlery to the provided service trolley or back to the kitchen to get washed after every meal. Scrape left over food in kitchen bin provided only. Don't put your left-over food in any of the inside dust bins as we don't want to attract unwanted cockroaches and ants.
9. **SWIMMING POOL**: We do not have a life saver on duty at any time. The swimming pool is entirely used at your own risk. The pool may only be used with adult supervision. No swimming after dark or allowed. Use proper swim suits only and no underwear or naked swimming allowed. Please use towels to dry your body **BEFORE** you enter the hostel. NO Screaming or running or diving allowed at and around pool. **YOU MAY NOT USE THE POOL ON DATE OF DEPARTURE.**
10. **NO RUNNING & SCREAMING** inside the hostel or rooms or on the steps at any time.





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11. **LIGHTS OUT at 22H00:** ALL students or learners must be **inside their rooms by no later than 21h30** as we might have other international guests at the hostel during your stay. We lock the entire hostel at 22h00.
12. **SUPERVISION:** It always remains the responsibility of the supervisors to keep the students or learners under control and make sure they are well behaved.
13. **RUBBISH:** We have many dustbins all over the premises and bedrooms, please make use of them and don't throw any rubbish in the gardens, flower boxes, floors, tables, beds or any other place and use the provided dustbins.
14. **WATER & ELECTRICITY:** Please help us save the planet by switching off the lights and heaters, closing the taps and report any running toilets or taps to reception without delay when you exit the rooms daily. Note: All wastages will be deducted from your breaking fee deposit.
15. **SHOWERS:** Please use the provided buckets in showers to catch the cold water before it gets warm. Place outside the shower in bathroom. The cleaners will use this water to clean or pour on the plants.
16. **CLEANING OF ROOMS:** We don't make the beds. We clean the bathrooms, sweep & mop floors and empty the dustbins only. Make sure you keep the bedrooms tidy, place rubbish in provided bins and mop excess water from the floors & bathrooms. Rubbish left on the floors or bed side, or beds will not be removed. Staff is not allowed to touch property of guests.
17. **CHECK OUT TIME STRICTLY 09H00 ON DATE OF DEPARTURE:** You are required to be out of the rooms and off the premises by 09h00. All rooms and bathrooms will be inspected by housekeeping staff between 08h45 and 09h00 for damages or missing bedding or blankets. The rooms must be cleaned and prepared for guests arriving and checking in at 12h00. Should you fail to comply; the indicated amounts will be deducted from your breaking fee deposit.

