

We would like to welcome you to South Africa, the most Southern Country of the African continent.

Thank You for choosing to stay with **BROWN SUGAR BACKPACKERS.**

We hereby advise that you take the time to read this information brochure that will provide you with valuable information.

### **RECEPTION**

- The main reception will be open from 07h00 to 22h00 and sometimes to 23h00 when we are busy.
- The bar reception will double up as reception for check in, information and payments when we are busy.

**Note:** FULL Payment of your account must be made on arrival for the days you booked to secure your accommodation with us. You will be required to hand in your passport and or SA ID document on arrival, which will be returned to you on departure when your account is paid in full, and your room inspected for damages.

### **EARLY OR LATE ARRIVALS AND DEPARTURES**

#### **DATE OF ARRIVAL**

- Please inform the hostel in advance if you will arrive after 22h00 or your flight is delayed via e-mail [info@brownsugarbackpackers.com](mailto:info@brownsugarbackpackers.com) or via WhatsApp +27 (0) 83 377 9529 to avoid delays on date of arrival.

#### **DATE OF DEPARTURE**

- Please inform the staff the previous evening if you will check out before 07h00 to arrange for your room keys and to exit the property.
- Security Tip: Always wait inside the property and behind the motor gate for your taxi or transport and make sure of the vehicle details before you enter the vehicle. The staff will open the gate for you, when safe.
- Ensure that your account is paid in full before you leave and hand your room key to the manager on duty.
- Late check out (After 10h00): Arrange with reception the previous evening at the set rates.

### **SEASONS in South Africa and Johannesburg**

**Summer:** (December-January-February) From 14-25° or 57-77° Fahrenheit

**Autumn:** (March-April-May) From 07-21° or 45-70° Fahrenheit

**Winter:** (June-July-August) From 05-17° or 41-63° Fahrenheit

**Spring:** (September-October-November) From 10-23° or 50-73° Fahrenheit

### **CLIMATE**

South Africa is blessed with a great deal of sunshine, the average number of cloud-free hours a day varying (depending of the area) from about 7.5 to 9.4 compared with New York's 6.9, Rome's 6.4 and London's 3.8 hours of sunshine a day.

Johannesburg has many afternoon thundershowers during the summer season, but they do not last long, and a light raincoat or umbrella will do. We do not normally get rain during the winter months like the Western Cape Province.

### **CREDIT CARDS**

We have credit card facilities for your convenience and accept VISA, MASTER and DEBIT cards at the set rates. Note: We add R1 (One rand) to your total for all sales under R50 (Fifty rand) on the card machine

### **CURRENCY**

South Africa's currency is the RAND (R) or ZAR as you might know it.

- We have 5 (five) NOTES that represents the BIG 5:

- R200 (Leopard)
- R100 (Buffalo)
- R50 (Lion)
- \* R20 (Elephant)
- \* R10 (Rhino)
- We have 3 (three) nickel coins: R5, R2 and R1.
- We have 3 (three) copper coins which represent the cents: 50c, 20c and 10c.
- Our currency can be used anywhere in South Africa, Swaziland, Lesotho, Namibia and Zimbabwe.

## **BANKS**

You will find all the major banks in the banking mall of Eastgate Shopping Mall at entrance ONE. Be aware of thugs or people that want to help you at ATM's or if unsure; go to enquiries inside the bank for assistance. Use authorized exchange anywhere in South Africa, Swaziland, Lesotho, Namibia and Zimbabwe. Use authorized exchange bureaus only and avoid changing money on the street! Reception will also assist you with changing currency, in emergencies, if we have cash.

## **ATM**

We no longer have our own ATM on site. Make sure you withdraw cash at the airport when you arrive. The nearest ATM from us is about 1,4km from the hostel at the petrol (gas) station but many ATMs at the Eastgate International Shopping Mall (3km from us)

## **PARKING**

We have secure and safe off-street parking if you arrive with your own transport. Please use the marked parking areas and do not park in the reserved or restricted areas as indicated. The shaded upper parking area is reserved for the **Brown Sugar** vehicles and owners. Guests may use the open parking bays at the upper or lower parking areas. Reception will issue you with a motor gate remote (clicker) for easy access at a small refundable deposit.

**Visitor parking:** All visitors must always make use of the lower shaded parking area.

## **PUBLIC TRANSPORT and GETTING AROUND**

Trains, coaches and long-distance taxi's operate from Park Station, previously known as Rotunda Cnr Leyds & Loveday streets, Braamfontein, Johannesburg CBD

### **Meter Taxis: UBER and BOLT**

Download these applications on your smart phone before arrival. These are the fastest and most direct way to get around the city and surrounding areas.

Make sure you load your credit card details in advance (recommended) but some of them take cash.

Make sure you have small change when you pay cash, otherwise the driver may take advantage of you.

## **PARK STATION (Joburg's Central Bus and Train station)**

**Rail or Train:** Operating from Park Station in Johannesburg inner city and only 15 minutes from **Brown Sugar** Lodges by car.

*Spoornet's SHOSHOLAZA Meyl passenger services include:*

The Trans-Karoo (Daily): Pretoria/Cape Town/Pretoria via Johannesburg/Kimberley. Duration: 26 hours

The Trans-Natal (Daily): Johannesburg/Durban/Johannesburg via Pietermaritzburg. Duration: 13.5 hours

*The Algoa runs between Gauteng and Port Elizabeth.*

For Enquiries call 011 773 3994 and Reservations call 086 000 88 88 or visit [www.spoornet.co.za](http://www.spoornet.co.za)

**Metrorail** runs a shuttle from Park Station to Pretoria, departing every hour. Call 011 773 5878.

**Coach or Bus:** Operating from Park Station in Johannesburg inner city, 15 minutes from **Brown Sugar**.

Luxury buses link the major cities across the country every day:

**Call the following companies for reservations:**

**Greyhound** (083 915 9000), **Translux** (0861 589 282) or **Intercape Mainliner** (0861 287 287) runs to Cape Town

Coaches to and from Pretoria to main centres around the country operate from the railway station.

## **AIRPORTS (OR Tambo International and Lanseria)**

**OR Tambo International Airport** (ORTIA) is only 15 minutes East from Brown Sugar and 24kms from the CBD by car. ORTIA is the hub for international and domestic air flights to, from and around South Africa. ORTIA 24-hour Helpdesk: 011 921 6262 or 011 921 6911. Charter airlines operate from Grand Central (Midrand) and Rand (Germiston) Airports.

**Lanseria Airport** (Northwest of Joburg) is about 60 minutes from Brown Sugar by car.

**Domestic Airlines** for the best ticket prices go to <https://www.cheapflights.co.za>

**Minibus Taxis:** 14-seater Minibuses are used mainly by the locals for short trips, and they are very cheap but not always the safest transport to use. The vehicles are not always roadworthy, and the drivers are wreckless and stop anywhere to drop off passengers or pick up passengers. Ask the staff for advice on how to use them. They could be a great experience to your travels if you want to use one of these taxi's.

## **TOURS**

We have trained staff that can give you advise, assist and book any local or Kruger National Park tours.

### **Most Popular Tours**

- The Soweto & City tour by car or by bicycle (morning or afternoon tours available) If you take the morning tour you can also combine the Apartheids Museum at Gold Reef City. Apartheids Museum Hours: Wednesdays to Sundays from 09h00 to 17h00 and Public Holidays.
- Johannesburg City Walking Tours (Very Popular)

**Other tours:** The Lion & Rhino Park, Lesedi Cultural Village, Sterkfontein Caves, Maropeng, Constitution Hill, Jozi by Night, SAB breweries and Pretoria City Tour.

**Kruger Park Tours:** Ask the manager for the various 3-14-day Kruger Park Tour packages and or options.

**Pilanesberg National Park:** No time for a KNP tour, do a one-day trip to this smaller park, only 2 hours from Johannesburg. If you are lucky, you can see the BIG 5 at this park and it's a malaria free area.

## **CAR HIRE**

The manager on duty will assist and advice you with your car rental while on holiday. You will need a valid driver's license and credit card to rent a car in South Africa as they do not accept cash.

**Tip:** It is always cheapest to book the vehicle from your own country before arrival. Collect it from the airport on date of arrival and save on a transfer fee to the hostel.

Car Rental Companies in SA: Updated July 2023

- <https://www.avis.co.za>
- <https://www.budget.co.za>
- <https://www.europcar.co.za>
- <https://www.firstcarrental.co.za>
- <https://www.hertz.co.za>
- <https://www.sani.co.za>

- <https://www.tempestcarhire.co.za>
- <https://www.thrifty.co.za>

### **BAZ BUS (Johannesburg route does not open after the Covid-19 pandemic)**

The Baz Bus service is a hop-on-hop-off national bus service that operates a door-to-door service for backpackers currently between Port Elizabeth and Cape Town with compulsory stop overs in Durban and Gqeberha (Previously known as Port Elizabeth). Visit their web page: <https://www.bazbus.com> and plan your trip.

**Note:** Due to the Covid-19 pandemic they currently only operate between Cape Town and Gqeberha. We project that the routes to Durban and Johannesburg should open in 2024.

### **CELLULAR MOBILE PHONES & SIM CARDS**

You can buy a local RSA SIM card and airtime or data at the airport. We have the following networks: Vodacom, MTN, Cell C and Telkom.

\*RICA: Registration of Interception of Communications and Provision of Communication-related Information Act. to stay connected during your visit to South Africa as can use this mobile handset in ALL the African countries. **MTN is the most popular network in Africa.**

### **KITCHEN**

**Remember:** This is NOT your mother's house, so clean your mess, wash your pots, pans and dishes after you cooked! In other words: "Leave the kitchen clean for others to use".

Please feel free to use our large self-catering kitchen to prepare and cook your own meals. Guests are required to make use of the provided dish wash liquid, sponges, clothes and dish clothes to wash their own dishes, mugs, cups, glasses, pots, pans, cutting boards, strainers, plates, cutlery, etc. as our staff is not employed to wash and clean the kitchen all day long. We have dish wash soap at the basin for the dishes and NOT to be used as handwash liquid, please as we have a separate basin for hand wash or use the public bathrooms.

PLEASE do not remove any of our cutleries from the premises, especially the spoons and teaspoons! You are NOT allowed to prepare meals and or cook any food in the bedrooms or any other areas but the kitchen.

### **BREAKFAST (From 07h00 to 09h45)**

- **Breakfast Booked:** You are entitled to enjoy your breakfast daily from 07h00 to 10h00 in the dining or TV room or one of the many balconies or patios. Come to the kitchen, order your egg, make your toast and coffee or tea and the staff will prepare breakfast for you
- **No Breakfast Booked:** No problem, just pay the set rate and the staff will prepare and serve breakfast to you as above.

**Note:** The kitchen will close for breakfast at 10h00, no exceptions. If you want to sleep in, make an arrangement with the manager or kitchen staff to keep some food for you or you can prepare a sandwich for you in the evening before you go to bed.

### **DINNER (Served between 18h00 and 19h00)**

We prepare home cooked dinners on request for 2 or more guests every night and you must book or buy a dinner ticket from reception before 17h00 every day for normal dinners in order to notify the kitchen staff on quantities they need to prepare and cater for. You must keep your receipt as proof of payment and present it to the chef when you dish up for dinner.

**Dietary requirements:** Please specify if you are vegan, vegetarian or pescetarian or gluten intolerant or have any other food allergies and or special diets in advance or before 17h00. We are able the cater for you will decide for any other diets.

- You are required to inform the staff in advance or write your name on the board in the kitchen.
- The dinner menu will be displayed in the kitchen or bar area daily for guests to see.

Note: When you pay for your meals, you are not required to wash your plate as we will do it for you!

**Kitchen Hours for guests around Dinner:** Our kitchen staff will need to prepare and cook dinner from 17h00 to 19h00 and we request that you finish your cooking before 17h00 or start after 19h00. The kitchen will thus be closed and off limits for all guests between 17h00 and 19h00 every day or as per notice when we have large groups and or functions.

#### **TAKE AWAY OPTIONS (Between 10h00 and 20h30)**

- Download the UBER EATS or Mr DELIVERY applications. They have a variety of affiliated restaurants where they will collect your meal of choice and bring it to Brown Sugar but note that an additional delivery fee will be charged on top of your order, please request the amount before you order.
- You can call one of the local PIZZA companies that delivers to Brown Sugar Backpackers. Ask the manager on duty for the menu, call them, place your order and expect your delivery in less than 40 minutes.

#### **REFRESHMENTS**

We sell light snacks and crisps, biscuits, chocolates, sweets and soft drinks at the bar area. We have headache tablets or powders in sachets.

#### **FRIDGE and FREEZER FACILITIES**

We have a guest fridge and freezer where that all guests have access to and keep their fresh and cooked food. We request that you keep your hands off the other guest's food, drinks and groceries. Keep your food in containers or packets and write your name and date on the container. Smelly or old food will be thrown out, without notice. We occasionally have the food thief but our surveillance camera in the kitchen should limit such incidents. "Munchies" and "Drunkies" are the main culprits in these cases; so, beware!

**STAFF Fridge and freezer:** These fridges and freezers will be locked and for the exclusive use of the staff only. Guest may not use or remove any items from these fridges or chest freezers at any time without permission, even when they are unlocked. Remember to smile for the camera, if tempted.

#### **MICROWAVE OVENS**

Guests may use the provided microwave ovens to warm up their food. Please DO NOT store and or leave plates of leftover food in the microwaves as the staff will throw these plates out. NEVER use any metal objects in the microwaves as it is very dangerous, will cause sparks and damage or break the microwave ovens.

#### **OVEN AND STOVES**

We have ONE gas stove (natural gas) and two electric ovens in the kitchen. The guests will only be allowed to use the lower kitchen. The upper level is reserved for the kitchen staff only and off limits to all guests. Ask any staff member or manager to assist you with the correct plates and oven settings. Please do not fry or cook your food in the ovens directly on the oven racks. Use an oven pan only as we will ask you to clean the mess if you should ignore our request.

#### **INTERNET & WI-FI**

We have TWO guest stations for your convenience. You are welcome to use your own notebook, laptop or fly book. **Request:** Please do not mess around with the wireless setup or try and hack the system as it is a free service for all guests to use

We have two routers to accommodate more guests. They have the same password and if you can't connect to the main router, move to another area where you can connect to the 2<sup>nd</sup> router.

## **SMOKING AREAS**

As per our national laws; the whole building and ALL the bedrooms and are non-smoking areas and we request that you respect our smoking laws. We have the right to request your departure if you choose to ignore this rule as our other guests deserves the right to enjoy a smoke free room or room not reeking of cigarette smoke when they check in. We have many open and designated areas and outdoor spaces where you are allowed to smoke. Thank you for your co-operation and understanding.

## **CIGARETTES and the butts.....**

Please keep our premises clean and do not flick your cigarette butts in the gardens, driveway, balconies or any other public areas on the premises. Make use of the provided sand buckets and or special ashtrays. Do not throw in the pot plants, flush down the toilets or leave to burn on the furniture or wash basins.

## **RUBBISH**

We have placed rubbish bins in all the rooms, bathrooms and all over the property for your convenience. Please seek them and make use of these bins and do not throw your rubbish in our garden, driveway, parking area or on the floor. We are proud to protect and take care of our environment.

## **HEATING**

The bar area and the media room have gas wall heaters for our winter months from June to August. Since our colder months last for about 2 months and temperatures might drop to 10-12 degrees during the day (This is very cold for us) we do not focus on central heating as the Northern hemisphere. We have limited panel wall heaters in the rooms. We have warm blankets for all the rooms and the outside rooms and cabins have electric blankets.

## **LOAD SHEDDING (Scheduled power outages in Soth Africa)**

Due to the lack of proper maintenance of our power stations since 1994 we have been experiencing rolling blackouts since 2008. The situation has not improved, and we have scheduled hours of no power throughout South Africa. The schedules and stages can change at any time, and we advise that you download the ESHKOMSE PUSH application. The hostel will then tell you which area or block they fall under. We are in Johannesburg, OBSERVATORY (Block 4).

We have emergency lights in all rooms and bathroom and common areas and around the property. The internet has a battery backup, and the Wi-Fi is always on. We have a generator for backup that we run in the evenings, when needed. We have gas geyser for hot showers, and we have gas cooking facilities to make food.

## **SWIMMING POOL**

Relax next to our sparkling pool at the upper terrace. Just go past the log cabins or through the dining room up the stairs until you see the pool. If you need a swimming towel the manager will provide you with one at no charge. Note: We have no lifeguards on duty at any time. The use of the swimming pool is at your own risk. No glass bottles or glasses (plastic only) allowed in and around the pool and no furniture allowed in the pool. Please use cans or plastic bottles only.

## **LAUNDRY**

We have laundry services at the set rates. Ask the staff at reception to assist you. We sell washing powder d at reception. We have an ironing board in the laundry room and you have to book the iron at the set rates from reception.

## **LINEN**

We strive to make sure that you have clean linen when you check in, which includes one fitted sheet, duvet cover and inner, two pillows and pillowcases. All beds have a blanket, and you can request an extra duvet or blanket from reception, especially during the winter months. Please inform the manager if you are not

satisfied with the supplied or provided linen or bedding.

### **BLANKETS**

Joburg can get very cold at night, and we have spare blankets in the storeroom. Ask reception for an extra blanket or duvet if you get cold easy, especially between the months of May to August.

**Please note:** You are not allowed to remove or use the linen and blankets from the rooms or dorms at any time. We have other blankets in the TV room that you can use. We don't want the blankets to get dirty, full of grass or smell like smoke.

### **HOUSEKEEPING**

Housekeeping staff will empty the dust bins and clean the bathrooms daily. We don't make beds or touch any of the guest's private property. Please report any breakages or damages or faulty lights or appliances in the room to reception as soon as you notice it.

### **TELEVISION**

We have satellite TV in the bar, media room and dining room. If you do not want to watch the channel in the bar, ask the manager to select another channel for you in media room or dining room. We do not have TVs in any of the rooms and don't intend to install TV's.

### **SHOPPING**     *(All these shops are only 5 minutes from Brown Sugar Backpackers, by car)*

- **Eastgate Shopping Mall:** International shops, restaurants, cinemas, banks, foreign exchange and supermarkets for all your requirements and needs.
- **Oriental City (China Mall):** Affordable African crafts and art, shoes, clothes, food and many more shops for great African souvenirs and gifts for the family.
- **China Town:** 10–15-minute walk where you will find small restaurants, liquor stores and a supermarket.
- **Note:** Book an UBER or BOLT to these shops because we have drunk and people on drugs that hang around at the traffic lights and rob pedestrians for small cash and their cell phones. (This never used to be a problem, but our high unemployment rate forced people to the streets)

### **GAMES and ENTERTAINMENT**

We have a coin operated pool table, ping pong table, darts, cards, a variety of boards games and ethnic games at reception and or bar area. A small holding deposit might be required for certain games and the darts and ping pong bats and balls.

### **POWER SUPPLY**

We use 220V electricity in South Africa with 2-pin and 3-pin plugs. All the rooms have one of each wall plug. You can buy a special adaptor for your European/American electrical equipment at reception or any travel shop, airport or big supermarket. The manager could also assist you with an emergency charge at the bar. We sell these special adaptors where you can use your appliance and or equipment from Europe, Asia or America in any South African socket for 220V power.

### **POLICE or EMERGENCY SERVICES**

You can dial 10111 (Free number) from any phone or pay phone for police assistance. Dial 112 from your mobile or cellular phone for any type of emergency call, even if you have no airtime or SIM card in your phone.

Ambulance: 10177 or 011 375 5911 for all life-threatening emergencies Call 1022: In case of difficulties with emergency call (Ambulance, Fire Brigade or Police only)

### **GENERAL INFORMATION (Free call from any public or private Telkom Directory Services)**

**Local:** You can dial 1023 from any phone or pay phone to obtain any telephone number in South Africa where the operator will connect you to this number or write it down for future use. If you call this number

from your mobile phone, the service is not free but they text or SMS the number to you.

**International:** 10903 for all international call enquiries (Free number)

### **DRUGS AND ILLEGAL SUBSTANCES**

The use, possession or selling of any drugs and or illegal substances is against the laws of South Africa and not allowed on these premises or any public areas in the country and you could be arrested if an officer of the law should find you with any of such items at Brown Sugar Lodges for routine visits. Please respect our laws and do not place the staff and or establishment of Brown Sugar Lodges under any pressure and or cause an incident where we have the right to ask you to leave the premises.

Please report any incidents to management to protect our establishment and our other guests and children.

### **HIV and AIDS**

South Africa is a VERY high-risk country when it comes to HIV and AIDS, and this is reality. Please take care and make use of the free condoms that we provide from time to time in the guest toilets to ensure that you enjoy safe sex and reduce the risk of contracting any sexual diseases while on holiday in our beautiful country.

### **TOILETS**

Please do not flush any foreign objects, sanitary pads, used condoms and or similar matter down any of the toilets and make use of the provided dust bins placed in all the toilets to avoid blocking of the drains. Please make use of the toilet brush to clean the sides when you notice that the toilet did not flush all the matter away. Please report faulty or blocked toilets to the manager or housekeeping as soon as possible for repairs.

Note: The guest toilets will be cleaned daily as per cleaning schedule

### **WATER**

We have gas geysers. The water will take a while to warm up and we request that you please make use of the provided water buckets in the shower to help us save and reuse the water. Place the bucket in the shower, open the hot water and catch up the cold water while the hot water tap is open. As soon as the water warms up, you can remove the bucket and enjoy your hot shower. The water in the bucket can be emptied in our beautiful garden. Thank you for your cooperation with saving the planet.

### **BATHROOMS (Private and shared)**

Please leave the bathrooms as you would like to find them. We have provided a mop, bucket and a broom in each room or bathroom that you may use to clean up after you have made a mess or spilled any liquids or water on the floors.

### **LOCKERS and PERSONAL SAFES**

A variety of private steel lockers are placed in the shared rooms and dormitories for your convenience and safekeeping of your personal belongings. We sell padlocks at reception, if you lost yours or do not have one. If your room safe is not open or can't close, please inform the reception to reset the safe for you.

### **LUGGAGE STORAGE**

We have luggage storage units where you can leave your luggage for up to 10 (ten) days at no charge. We have double lockers where guest can share a space and smaller units. You will be provided with a luggage storage receipt and padlock or cable tie. We require a ZAR50 deposit for the padlock, which will be refunded as soon as you collect your luggage with the original receipt. Lost or missing keys will result in the lock that will be broken and replaced, and you will forfeit your deposit. You may not check in any hazardous, flammable, illegal materials or substances, drugs, dangerous weapons, stolen goods or perishable goods that will expire while in storage. After 10 (ten) days you will be required to pay the following daily storage rates for up to 60 (sixty) days.



Large or double storage: ZAR20 per day and Small storage: ZAR10 per day.

### **LEFT ITEMS OR GOODS (LOST & FOUND)**

If you accidentally leave or forget any of your belongings or possessions behind, please do not hesitate to contact us as soon as possible. We will keep the goods in storage for up to 60 (SIXTY) days until you have planned to collect or fetch them. After 60 (SIXTY) days the goods will be destroyed or sold to recover storage space. Note: We have the right to inspect the goods for safety and security reasons.

### **TOWELS**

We provide bathroom towels to all guests. Large Group bookings are excluded and must bring their own towels. Lost, damaged or missing bath towels will be replaced at the set rate.

Note: You may not remove and or use these bathroom towels outside the room or at the swimming pool at any stage. Please ask housekeeping for a pool towel that will be provided at no additional cost to you.

**Note:** If you are finished with your holiday and have no extra space for your towel, you may “donate” your towel to Brown Sugar Lodges. You can leave it with the manager, thanks.

### **TOILETRIES**

Do not panic if the airline has lost your luggage as we sell shampoo, soap, toothpaste and other items at reception for your convenience. Ladies may also ask for sanitary items in case of emergencies.

### **GRATITUDE or TIPS.....as we call it in SA**

Please feel free to add a small gratitude on your tab or payment, if you feel that you received exceptional service. This is optional and at your own discretion or you may tip the staff at reception, the chef, the barman, the waiters, the cleaners or any other staff member directly. Please do not bribe any staff member for special favours at any time as they could lose their job, if discovered.

### **ROOM SAFES**

We have digital safes in some of the rooms for your convenience but if you have valuables, currency, computers or any other items that you need to lock away, just ask the manager on duty to check your bag into the luggage storage facilities. If your safe is not open, ask reception to come and unlock the safe for you.

### **ROOM KEYS**

A key deposit could be required upon check in to ensure that you return the key and housekeeping can check the room for any loss, damage or missing items in the room. Make sure that you leave your room key with the manager to claim back the key deposit. Please do not remove our keyring holders as we sell them at reception, if you want one. Make sure that you lock your room at all times and use the special keyhole blocking key, where applicable to avoid any person from entering your room while you are on tour and or not at the premises.

### **TAP WATER**

The Tap water in Johannesburg and South Africa is still safe to drink but we do sell bottled still and sparkling water at reception and the bar.

SPECIAL REQUEST: We request that you make use of the water buckets placed in the showers to save and recycle water. We have gas geysers, and it could take 5-7 liters of cold water to warm up the geyser. Please place the bucket under the shower and remove when the water is warm. We will use the saved bucket of water to pour on the plants in the garden or housekeeping can use it to clean your bathroom.

### **TEA AND COFFEE**

Guests that booked and paid for breakfast, will be entitled to free tea and coffee. Guest and visitors can buy the coffee sachets at reception or bar area at the set price. We don't have free tea and coffee after breakfast

or during the day. Please return your mugs, glasses and cups from your room and or dorms as this attracts ants and other unwanted insects and cockroaches.

### **VISITORS**

You may receive visitors, but they have to report to reception first and sign in and out at reception. Should the visitor fail to sign out and or inform the manager of his/her departure, the guest will be kept liable for such guest that stayed over and be responsible for his/her accommodation bill. Visitors may be entertained in the public areas only and may not use any of the services and or kitchen facilities. No visitors in the room after between 18h00 and 21h00. All visitors must leave and depart the hostel and premises by 21h30 or requested by the owners or staff.

### **FILTER COFFEE, CAPPUCINO AND ESPRESSO**

Our international guests will be delighted to know that we will sell Lavazza, 100% Arabica coffee, cappuccino and espresso by the cup at the bar area.

### **DORMITORIES**

Please consider and show respect to your fellow “bunking” friends and or other guests at all times. No sexual activities will be allowed in any dormitory at any time as we reserve the right to request your departure, should we receive any complaints. We suggest that you upgrade to a private room, if required. Please respect other guest’s privacy when they select to use the bathrooms to get dressed and or always undressed and use your discretion. We have a male and female.

**Female dorm** : No men allowed.

**Male dorm** : Females are allowed to sleep here out of choice.

### **SECURITY**

The premises are monitored by CCTV cameras 24-hours per day that might be recorded. Please ensure that you do not place any valuables close to open windows as we have security bars on most open windows for your safety. Never leave any of your valuable unattended and always ask the manager to lock away your valuables, passports, travel documents or money in our personal wall safes.

Please report any suspicious activities and or breach of our security systems to the manager

### **GATE CONTROL AND ACCESS**

Guest that checks in with rented or their own vehicle can apply for a remote/clicker/beep for the gate at reception. We require a small holding deposit that will be refunded to you once you return it to the manager, in working order. Note: NO Hooting allowed at the motor gate, use the gate station or intercom only and consider our neighbours as we are in a residential area.

### **PEDESTRIAN GATE ACCESS**

Pedestrians may use the small gate to leave and obtain access to the premises during the day. You must ensure that you have the key for this gate. Ask the staff about the procedures when you check in. Please arrange with the manager if you intend to arrive late and make sure you have all the details and keys to re-enter the premises and hostel. The front door security gate will be closed and locked at 22h00.

Remember: Always make sure that the gates are closed and locked behind you when you enter and or leave the premises for your own and the safety of our other guests and staff.

### **PRINTING, SCAN & COPY FACILITIES**

We have a printer at the main reception computer, and you can request to have documents printed, scanned or copied at the set rates per page. Please send us an e-mail with your name and PRINT.

E-mail address: [info@brownsugarbackpackers.com](mailto:info@brownsugarbackpackers.com)

### **BRAAIVLEIS (“BARBEQUE”)**

South Africans are very fond of their “braaivleis”, where we make large open fires with wood and or charcoal

to “braai or cook” our meat, potatoes, onions and “braaibread”. Ask the managers and or staff to assist you with all the required items that can be purchased at reception. Alternatively, you can make use of our gas grille.

Warning: Gas can be dangerous, always ask for assistance if you are not sure how to use any of the gas appliances.

### **GAS GRILLE**

We have a 10-BURNER gas grille on the bar patio that you can use if you want to “braai” or barbeque your meat, chicken or fish. Ask the staff to assist you with the operation and show you how it works.

Warning: Gas can be dangerous, always ask for assistance if you are not sure how to use any of the gas appliances.

### **PIZZA OVEN**

We have a Pizza Oven on the bar patio that you can use. Buy your hardwood from reception and this is such a fun activity when you are a small to medium group. Ask the staff to assist you.