

# BROWN SUGAR INFO

Street Address: 75 Observatory Avenue, Observatory Ext 1, Johannesburg, 2198

## RECEPTION HOURS

**Monday to Sunday from 07h00 to 22h00**

*Fridays & Saturdays will be flexible to 23h00*

**Office Cellular & Whatsapp Number**

**+27 (0) 83 377 9529**

**e-mail: [info@brownsugarbackpackers.com](mailto:info@brownsugarbackpackers.com)**

## IN CASE OF EMERGENCY - Call the office number

**Note:** The night manager sleeps on the premises and on standby in case of emergencies

**Alternative number:** Local: 083 943 6696 or International: 0027 83 943 66969

## **CHECK IN TIME: 12h00**

*Note: Cleaners are busy cleaning rooms and bathrooms from 10h00-12h00*

## **CHECK OUT TIME: 10h00**

**NOTE: All GROUPS must check out and leave premises by 09h00**

*Note : Late check out rates will apply and be for your account at*

*R50 per hour from 10h00-14h00 and FULL DAILY RATES after 14h00*

## **LATE CHECK OUT (Arrange with reception)**

Should you not leave the premises at 10h00 but want to hang around and make use of our facilities and services between **12h00 & 21h00**, a **R50 day levy** must be paid

## **CHECK OUT PROCEDURES**

\* BREAKFAST, if booked will be served in the KITCHEN or DINING room between **07h00 and 10h00**

**Note:** No food will be available after 10h00. You can book or request breakfast at the set rate

*Note: Should you leave before 07h00, please order a take away or packed breakfast before 20h00 the previous evening*

\* Lock the room and hand in the key and gate remote or clicker (if applicable) at reception

*Note: Should you leave before 07h00, make an arrangement with reception the previous evening to meet you at reception*

\* A refundable deposit is required if you need a gate remote or clicker when you have your own vehicle

\* Rooms have an emergency light in case of power failures, check with staff

\* We have gas geysers to ensure hot showers but pressure will drop when we have many guests. Time your shower

\* Please report damages, maintenance or suggestions to reception, staff or housekeeping

\* Lost or missing room keys or any other damages will be charged to your account on departure

## **NO SMOKING ALLOWED IN ROOM**

Please make use of the allocated balconies, patios and outside areas

## **MAKE USE OF THE SAFE IN ROOM**

Please lock away your valuables in the room safes or lockers when you leave the room

## **VISITOR PROCEDURES**

No visitors allowed in the bedrooms after 18h00. Guests must inform reception if they expect any visitors to allow access. All visitors must leave the hostel and premises no later than 21h30. No unchecked sleep overs allowed