



## **FREQUENTLY ANSWERED QUESTIONS!**

### **Where are you situated in Cape Town?**

The main centre of the city is contained within the space directly below Table Mountain and framed by Lions Head and Signal Hill as well as Devil's Peak mountain. This is known as "The City Bowl" Our district - Oranjezicht, which means "Orange View" - is situated directly on the slopes of Table Mountain in this City Bowl and is above the central business district (CBD) of Cape Town with dramatic views of the mountain, the city and Table Bay.

### **But how far are you from the CBD/Victoria & Alfred (V&A)?**

By taxi or car, we are a mere 3 to 10 minutes away from the main destinations in the CBD. By foot, which is either downhill or flat from **Cape22**, it will take you 15 to 50 minutes to walk to these areas. Beware walking back; the hills are long and seemingly endless!

### **Do you provide airport transfer?**

Yes we do. We use **Noble Tours**, who will meet either your international or domestic arrivals and drive you, in a modern Mercedes vehicle, directly to **Cape22**. The fare, for 2 passengers, is ZAR390.00 and we will add this to your bill on departure.

### **If I hire a car from the airport, how far are you and can you give me directions?**

We are approximately 20-25 minutes away from Cape Town International. If you log onto [www.Cape22.com](http://www.Cape22.com) and click on the LOCATION tab, there are full instructions and a map to download. Our GPS co-ordinates are also listed here too. When typing in our address always ensure you insert: "Montrose Avenue Oranjezicht". There are two avenues with this name in CT!

### **Could you organise car hire from the guesthouse?**

Yes. If your preferred option is to take the airport transfer, then we work with a local company, who will deliver a car to the house. You can drop the car here, after your stay, or leave it at the airport. Please provide us with as much advance notice as possible to secure a rental, particularly if your preference is for an automatic, as these are a rarer breed of car to rent in Cape Town.

### **I'm in Cape Town for business and would prefer a driver for the day - can you provide this service?**

Yes we can, via Noble Tours. For a pick up at 9am and drop off at 5pm, the full day can be negotiated on your behalf.

## **.../2 - FAQ**

### **Does the Uber taxi service operate in Cape Town as I have their App on my cellphone?**

Yes, Uber started operating in Cape Town in 2014. They offer Uber Black (BMW/Mercedes/Audi level) as well as Uber X (standard car service) or UberXL (people carrier type vehicle). We at **Cape22** are now using Uber primarily for guest pick ups in the evening.

### **Is there parking at the guesthouse?**

Yes, we have plenty of free car parking directly outside the house.

### **But will it be broken into - parked on the street?**

Leave nothing of any value visible in the passenger compartment and your vehicle will be safely ignored by any opportunistic thief who might be in the area.

### **How far are you from the Cape Town International Conference Centre (CTICC)?**

By taxi, a mere 10 minutes away. We can organise a shuttle service to take you there and deliver you back at the end of the day.

### **How far are you from the main beaches?**

The Atlantic Seaboard, in and around the Camps Bay area, is 10-15 minutes away by car.

### **How far away are you from UCT?**

This is situated towards the southern side of Table Mountain, and the main university buildings are a 20 minute taxi ride from us.

### **How safe is Cape Town?**

The crime statistics, seen in isolation, can make startling reading, however one has to understand that, unfortunately, a great amount of this occurs within the township areas of the city, which are well away from the Oranjezicht district.

Be vigilant, like you would be in your home city; don't let opportunistic crime affect you (ie care with your personal effects) but you do not have to fear being set upon, every time you set forth. Cape Town is a friendly city and you can wander around all the key areas and not be afraid. You don't have to drive around with your window wound up! Enjoy your visit!

### **What's your child policy and do you have family rooms?**

We are happy to accept kids from 8 years and up. Infants, pre-toddler are also welcome to stay. The house is simply not suitable for age groups between these ages, as its lay out, architecture and design doesn't lend itself to very young children.

We do not have family rooms. The maximum per room is two persons. We can, when able set up a foldaway/camp bed for a third person/child in one room. We also have one baby cot available for use.

### .../3 - FAQ

#### **Should I book anything in advance of my visit?**

If Robben Island is a must for you, then book tickets online, as in High Season, the ferries get booked up very quickly. The website address is [www.webtickets.co.za/robbenisland](http://www.webtickets.co.za/robbenisland)

Some restaurants need to be booked in advance, during High Season, to ensure a reservation is secured:

For Cape Town:

Savoy Cabbage

La Colombe [re-located and refurbishing right now - opening 20<sup>th</sup> October 2014]

Bungalow

Societi Bistro

Aubergine

The Roundhouse

The Test Kitchen [currently no dinner reservations available until 4<sup>th</sup> November 2015]

The Pot Luck Club

Bizerca

Bombay Bicycle Club (owned by the Madame Zingara group)

For Franschhoek/Stellenbosch:

Babylonstoren/Babel

Rust en Vrede

La Petite Ferme

Haute Cabriere

Mon Rochelle

Reubens

Moresons

The Tasting Room

Check [www.eatout.co.za](http://www.eatout.co.za) for a comprehensive guide to restaurants in and around Cape Town

#### **Do you have internet access at the guesthouse?**

Yes we offer unlimited WiFi to guests on the basis of a one-off access charge of ZAR35.00 being paid. This fee will be added to your bill on departure. We also have an iPad available for our guests to use.

#### **Do any of your bedrooms have both a bath and a shower?**

Yes, Bedrooms 2 and 3 have large baths as well as large separate walk-in showers.

#### **Do you have hairdryers in the rooms?**

Yes, every room has one of these.

#### **Do the rooms have a safe?**

Yes, each room is equipped with a safe.

## .../4 - FAQ

### **My electrical appliances have an EU/UK/US plug - will that be a problem?**

We have a number of adaptor plugs available for guests to use, as the South African plug socket is very different from what you might be familiar with in your country!

### **On arrival into South Africa, will I be able to use my US Dollars?**

No. The local currency that taxi drivers and shopkeepers etc expect to transact in is South African Rand. Please ensure that you do have enough Rand with you before travelling to South Africa. You will be able to use ATM machines at Cape Town International, on arrival, if you haven't been able to secure Rand before departure and of course the city itself has many ATM machines that can be accessed. "ZAR" indicates South African Rand.

### **Can I change my currency into Rand when in South Africa?**

Yes you can go to either a clearing bank (Nedbank, Standard Bank, FNB or ABSA) with Foreign Exchange facilities or an American Express office here in Cape Town. You will need to have your passport and airline ticket with you at the time of making the transaction(s). These are essential to be able to convert currencies into Rand here in South Africa.

### **Can I buy a local SIM card for my cellphone/mobile/handy?**

Yes you can from shops belonging to Vodacom, MTN or Cell C. You will need to have your passport with you at the time of purchase for RICA registration purposes.

### **I'm planning my honeymoon and would like to know which is the best room to choose, if available?**

We tend to suggest **Bedroom 2** as it is the most private in the house. It is duplex in nature with the bedroom built into the roofspace, with spectacular views across the city and Table Bay. There are no height restrictions in the room. The bed is King Size Extra.

The bathroom is on the lower level and has a large bath and separate large walk-in shower.

As our wedding present to you both, we will have you picked up from Cape Town International in a Mercedes limousine and whisked straight to **Cape22**, with our compliments! (valid only for direct bookings with Cape22)

### **Is there a gym that I can use close by to the guesthouse?**

Yes there is a Virgin Active gym in the Wembley Square complex which is approximately 5 minutes away from **Cape22**. For UK residents, it might be worth checking, if you use a Virgin Active gym there, if there is a reciprocal arrangement in place. Day membership can be purchased.

### **Should I give you an estimated time of arrival?**

Yes please!

Flight arrival details into CPT International are very useful for us, so that we can be ready for you here. If you are going to be already in South Africa, driving to Cape Town, then an estimated time of arrival again is very useful too. Without any arrival guidance, provided in advance, check-in will be restricted to 5pm onwards.

## .../5 - FAQ

**I've heard something about tighter immigration laws being introduced for kids - is this something I need to be aware of?**

New immigration laws came into effect from 1<sup>st</sup> June 2015 for parents travelling to and from South Africa with children under the age of 18. If you are travelling with children, as part of your group, we can send you additional information concerning these new requirements demanded by SA's Home Affairs Department.

**Why should I risk giving up what I understand about the hotel culture for a stay in a guesthouse?**

Instead of us trying to sell the idea of guesthouse v hotel this is what a well-travelled guest posted on Trip Advisor under the name stephpfe on 2<sup>nd</sup> November 2013:

“Of course we love the B&B experience, but you need to in order to fully appreciate **Cape22**. It's a very intimate, 4 room guesthouse. Not the place to stay if you are looking for the anonymity of a large hotel. But with the intimacy here comes great warmth, guidance and service - and that is the true pleasure.”

June 2015.