

The essentials

Check-in/ Check-out

Our rooms are available for check-in from 2 pm. Check-out time is at 10:00am on the day of departure unless by prior arrangements have been made. You are more than welcome to store your bags at the front desk and collect them later in the day.

Breakfast

We offer an à la carte Breakfast in the dining room or outside (summer) on the terrace under the umbrellas between 07:30 am and 09.45 am. **Unfortunately, do not serve breakfast in the rooms.** An early breakfast is also possible (nothing before 7:15am); just speak to a staff member the day before to arrange for this service. If you do not include a complimentary breakfast, you are more than welcome to join at an additional cost per person. The kitchen closes at 10:00am.

Restaurants

All restaurants are within walking distance. **Café Olympia, Salt, Harbour House and Sirocco** are some of our favourite restaurants in Kalk Bay.

The **Brass Bell** and **Cape to Cuba** are wonderful for a drink. On weekends, Brass Bell and Olympia sometimes have live music. If you want to go for a nice breakfast or lunch, we recommend **C'est la vie** in Fish Hoek. A secret tip for a delicious slice of cheesecake is Chardonnay Deli.

Drinking Water

You can be assured that the tap water you are drinking is of the best quality. You can also purchase bottled water from reception.

Internet

Complimentary WIFI is available throughout the Guesthouse. Please scan the QR code available in your rooms or at reception.

Adapters

Adapters are available to rent at reception and will be added to your account with a deposit of R200.00. You can also buy the adapters for the same price.

Charger

The bedside lamps in the room are wireless chargers. Feel free to use them if your mobile phone is compatible.

Parking

All parking is on street and found along Gatesville Road. We have a security guard on duty every day from 9:00 pm - 07:00 am. We kindly request that you still keep your car locked and that you do not leave anything. Please refrain from parking in front of our Neighbour's driveways or on the yellow line.

Directions and Airport transfer

Take the Main Road to Muizenberg, go on the M3, before the Groote Schuur Hospital, go onto the N2 direction to the airport. The drive takes approximately 45 minutes, depending on traffic. We offer transfers to and from the Airport and in and around Cape Town. Please ask at reception should you wish to book a transfer or for more information.

Train

The Kalk Bay train station is on the Main road next to the Brass Bell Restaurant. You can buy tickets from the office there. The trains run every 15 – 20 minutes during the week. They do not operate on a Sunday.

Bedrooms/ privacy

Our bedrooms are serviced daily, unless you have a do not disturb sign on the door. Hairdryers, laundry bags, and heaters can be found in the cupboard.

Smoking

Smoking is not permitted indoors or in any of the rooms. **This is the law in South Africa.** Should you wish to smoke, you are more than welcome to sit in the designated smoking area outside.

Hot water bottles

Hot water bottles are available (During Winter only). You will find them in a big blue box close to the stairway at reception

Pool

Use the pool at own risk. Children always need to be supervised by parents or guardians. **There is no lifeguard on duty.** Please do not use the pool when intoxicated.

Beach towels

Beach towels are available at reception. There will be a R200.00 security deposit charged to your account and will be removed once the towel has been returned.

Towels

Please help us save water.
If you would like your towels to be replaced, please place them on the bathroom floor. Towels not on the bathroom floor will NOT be replaced but hung back on the rack.
Bathroom towels are for inside use only. Pool towels can be found by the swimming pool and beach towels can be requested from reception. We kindly ask you not to use the towels to remove lipstick or makeup.

Spa

The Majestic Spa is located in the village and comes highly recommended.
It is a real value for money in a 5-star environment. The entrance is on Main Road, through the Majestic Village Security Gate. We are more than happy to check availability and make reservations for you.

A massage can also be booked in the privacy of your room. Please enquire at reception.

Toiletries

Your bathroom contains dispensers with a shower gel and shampoo. There is also hand soap at your basin. If you require any additional toiletries, please ask at the reception. We have limited supplies available.

Children

Younger children residing at Chartfield remain, at all times, the responsibility of their parent or guardian, please take special care by the pool and on stairways. Parents are requested to take other guests into consideration.

Communication services

International dialling code for South Africa is +27, followed by the area code (e.g.: 021) and then the subscribers number (e.g.: 0027 (0)21 788 3793).

Business hours

Pharmacy (Drugstore): Fish Hoek or Lakeside
Open during normal office hours

Supermarket: Fish Hoek
08:00 - 20:00, 7 days a week

Doctors:
Weekdays 09:00 - 12:00 and 14:30 - 17:30
Saturdays 09:00 - 12:00, Sunday closed

Money Matters and Foreign Exchange

If you would like to change Euros or US-Dollars we can assist you at the Guesthouse.

Bank

Standard Bank: 086 0123000

Nedbank: 021 7840900

Absa Bank: 021 7843000

Trading Hours:

08:30 – 15:30 (Monday-Friday)

08:30 – 11:00 (Saturday)

Closed on Sundays

Emergencies

In the unlikely event of an emergency, please notify reception as soon as possible. If it is after hours, please notify the security guard.

In case of an emergency, please use your nearest exit at the back or front door.

Emergency Call Centre: 10111 / 112

Police: 10111 or 021 782 6289 (Fish Hoek)

Ambulance: 10177 or 021 782 3306 (Fish Hoek)

Hospital (Government): +27(0)21 782 1121
(False Bay Hospital- Fish Hoek)

Hospital (Private): +27(0)21 764 7500
(Melomed private hospital – Tokai)

Fire Brigade: +27(0)21 782 2222 / 1112 (Fish Hoek)

Breakages, damages or loss

We kindly ask guests to report any breakages, damages or loss of Chartfield Guesthouse property or your own possessions as soon as possible. At our discretion, we reserve the right to recover any costs resulting from actions of our guests in respects to the above.

Firearms

For safety reasons, we do not allow any firearms onto the premises.

Reception

General assistance: +27 (0)21 788 37 93

Reception at Chartfield Guesthouse is open from 07:00 am - 21:00 pm every day for your convenience.

Emergencies:

Florian: +27(0)72 148 2440

Chartfield security: +27 72 618 7508

Noise

We like our guests to be able to relax and enjoy the day without any restrictions being placed on them. We ask that you respect the rights of the neighbours and keep the noise level down to a reasonable level, especially late at night. Please ensure that your children are not running up and down the stairs.

Indemnity

The premises of the guesthouse and its facilities are occupied and used at your own risk.

Although we take great care to ensure the safety of our guests, we are not responsible for any death, injury, theft or other consequences resulting from the use of our facilities.

Safe

There is a safe in the room to store your belongings. Please follow the instructions indicated.

Tours

We have a fantastic guide that does private tours around the Cape Town area. For example;

Winelands: You get picked up from Chartfield and go to Stellenbosch, Franschhoek and Paarl winelands. It includes wine tasting.

Peninsula: You get picked up at Chartfield and go around the peninsula (Cape Point, Hout Bay, Boulders Beach for African penguins, etc.)

Hikes: Start in Kalk Bay or Fish Hoek and explore the mountains with interesting information about nature and history from a local person.

If you do not wish to have a private tour, there is the Hop On Hop Off bus in Cape Town. It departs at the Two Oceans Aquarium. There is a red and a blue bus. The red bus takes you around the City Centre and the blue bus takes you along the Peninsula. Brochures are available at reception.

Safety tips

- Never leave anything valuable unattended when in a shop, restaurant etc.
- Never walk around with large amounts of cash.
- Look after your cameras, video recorders and cell phones.
- At night, park in well-lit parking areas where other cars are parked.
- Lock all doors and windows when leaving your car unattended.
- Keep all your valuables out of sight – in the boot when leaving car unattended.
- Do not accept ANY help from strangers at an ATM drawing machine. Rather cancel your transaction immediately and walk away.
- Be alert at all times.

Restaurant Recommendations in Kalk Bay

Sirocco Café



Live [hait](#) Restaurant



Bootlegger Café



Harbour House



Chardonnay Deli



[The Brassbell](#)



Olympia Café



Lekker



Satori



Salt Restaurant

