



L E T U S T A K E Y O U B Y T H E H A N D

LAST WORD RACK RATES

Franschhoek 2025-2026

HIGH - 20 DECEMBER 2025 TO 28 FEBRUARY 2026

Pool Suite x2

RACK

14 800

Superior Room x8

13 200

1 OCTOBER 2025 TO 19 DECEMBER 2025 AND 1 MARCH 2026 TO 30 APRIL 2026

Pool Suite x2

RACK

10 800

Superior Room x8

9 400

LOW - 1 MAY 2025 TO 30 SEPTEMBER 2025

Pool Suite x2

RACK

8 200

Superior Room x8

7 100

Rate in ZAR

LAST WORD FRANSCHHOEK RATES TERMS AND CONDITIONS

RATES ARE

- Inclusive of VAT
- Invoiced and payable in ZAR
- Quoted per room per night based on a maximum of 2 adults
- There is no single person rate and no third adult in a room.
- Subject to availability
- Subject to change without prior notice.

RATES INCLUDE

- Luxury accommodation
- Breakfast
- Tea/coffee
- All beverages such as soft drinks, waters, house wines, beers, ciders and selected spirits

RATES EXCLUDE

- Lunch and Dinner
- Premium wines and champagne on wine list
- Premium and craft spirits and single malt whiskeys
- Transfers
- Gratuities
- Laundry services

CHILD POLICY

- Children 6 years and older are welcome at Last Word Franschhoek
- Should the entire hotel be booked for a group then children of all ages are welcome
- Children from 12 years and older are considered adults and will have to take their own room at the applicable rates
- Children between the ages of 6 to 12 years may share with parents in the following room categories: Pool Suite
- Children sharing with their parents will be charged R2 200 per night per child (net rate) up to a maximum of 2 children (subject to availability)

GUIDE POLICY

- Should drivers/guides be required to stay at Last Word they will be required to pay the applicable room rate and this is subject to availability

MINIMUM STAY DURING SEASON

- A minimum night stay of 2 nights are required between the dates 20 December and 28 February in Franschhoek

DYNAMIC / BAR RATES

- Last Word reserves the rights to implement dynamic/bar rates 90 days prior to check-in date

BOOKING PROCEDURES

- All reservations must be made by email directly to Last Word Reservations stay@thelastword.co.za
- Should you not receive a written response to your request then please assume that it was not received and resend the request as a booking was not made
- Please note that all cancellations and/or amendments must also be in writing

PROVISIONAL POLICY

- Subject to availability – should we have limited suites available only confirmed bookings will be accepted
- Provisional reservations made less than 30 days prior to arrival will be held for 48 hours
- Full names of guests travelling will be required to convert the status from provisional to confirmed

DEPOSIT AND PAYMENT POLICY

Tour Operators

- Full payment is required 30 days prior to arrival
- Reservations not paid 30 days in advance will be cancelled on notice to the agent
- Voucher numbers will not be accepted as guarantees for bookings
- Tour operators electing to settle a booking with a credit card will be subjected to a 5% surcharge
- Deposit conditions may be waived for bookings from the trade, tour operators and agents
- All extras are to be settled at the property on departure
- 20% deposit required on group bookings – non refundable

Direct Bookings

- 50% Deposit is required on confirmation
- Full payment is required 30 days prior to arrival
- Reservations not paid 30 days in advance will be cancelled on notice to the guest
- All extras are to be settled at the property on departure

CANCELLATION POLICY

- Only written cancellations will be accepted. Ensure to receive an acknowledgement of cancellations in writing by Last Word Reservations
- 50% of full amount if cancellation is within 30 – 45 days prior to arrival
- 100% of full amount if cancellation is 30 days or less prior to arrival
- Cancellations for medical reasons must be part of travel insurance taken out by the client
- In the event of early departure the full extent of the stay as originally booked and confirmed will be charged

TRAVEL INSURANCE

- We insist that travel insurance is taken out on all bookings

INDEMNITY FORM

- Guests/Your Clients will be expected to sign an indemnity form at all Last Word Hotels and Safari Camps on arrival. Please revert to our website www.thelastword.co.za to familiarise yourself and your client with the indemnity form to be signed.

ARRIVAL AND DEPARTURE

- Guests may check in from 14h00
- Rooms are to be vacated by 11h00

TRANSFERS

- Road transfers can be arranged on request at an additional charge.

ELECTRICITY BACKUP

- Last Word Franschhoek has their own solar/inverter/battery backups so during rolling blackout or load shedding, there will be zero impact on guests, the system will support all the electronic devices.

LAST WORD SPECIALS

- Stay 4 nights a last Word Kitara and receive 2 nights at Last Word Constantia
- Stay 4 nights at Madikwe and receive 2 nights complimentary stay at anyone of our Cape Town Properties (Constantia, Franschhoek, Long Beach) – valid between 1 May 2025 and 31 October 2025

GDS / IDS PROPERTY CODES

	CONSTANTIA	FRANSCHOEK	LONG BEACH	MADIKWE	KITARA
Amadeus PH	PHCPTTCH	PHCPTTFH	PHCPTTLB	PHNTYLWH	PHHDSLWH
Sabre	PH110368	PH110285	PH110369	PH603636	PH328927
Galileo/Apollo	PH656	PH717	PH736	PHH8279	PHF6441
Worldspan	PHCPTTC	PHCPTTF	PHCPTTL	PHJJNBLW	PHMQPLW

CONTACT DETAILS

RESERVATIONS: Widad Marnewick, Valencia Faro and Taryn Deneys
27 (0) 21 794 6561
stay@thelastword.co.za

SALES: Bruce Deneys
27 (0)82 571 0626
bruce@thelastword.co.za

MANAGING DIRECTOR: Nicky Coenen
27 (0) 21 794 2036
nicky@thelastword.co.za

ACCOUNTS: Chad Cobbledick
27 (0) 21 794 2036
chad@thelastword.co.za

LAST WORD CONSTANTIA: Kim Jacobs
27 (0) 21 794 7657
constantia@thelastword.co.za

LAST WORD LONG BEACH: Fanie Witbooi and Jackie Roosendaal
27 (0) 21 783 4183
longbeach@thelastword.co.za

LAST WORD FRANSCHHOEK: Conrad Flatow and Franklin Mentor
27 (0) 21 876 4723
franschhoek@thelastword.co.za

LAST WORD KITARA: Lee-Anne Detert
Direct Office 27 (0) 63 255 8503
Lee-Anne 27 (0) 82 727 7766
(best is to WhatsApp due to signal limitations at camp)
Lee-Anne@thelastword.co.za

LAST WORD MADIKWE: Tataum Jackson
Direct Office 27 (0) 79 497 8492
Tataum 27 (0) 060 444 0967
(best is to WhatsApp due to signal limitations at camp)
madikwe@thelastword.co.za



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