



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 2026-2027

### HIGH - 20 DECEMBER 2026 TO 28 FEBRUARY 2027

Pool Suite x2

Superior Room x8

RACK

16 200

14 500

### 1 OCTOBER 2026 TO 19 DECEMBER 2026 AND 1 MARCH 2027 TO 30 APRIL 2027

Pool Suite x2

Superior Room x8

RACK

11 800

10 200

### LOW - 1 MAY 2026 TO 30 SEPTEMBER 2026

Pool Suite x2

Superior Room x8

RACK

10 000

8 900

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](mailto: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
- Provisional bookings will be held for 7 days

## 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. A group booking is considered 3 rooms or more

### 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 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](http://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

## 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:** Candice Grobbelaar, Vaughan Swart and Caitlin Butterworth  
27 (0) 21 794 7657  
constantia@thelastword.co.za

**LAST WORD LONG BEACH:** Candice Grobbelaar and Fanie Witbooi  
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) 60 444 0967  
(best is to WhatsApp due to signal limitations at camp)  
madikwe@thelastword.co.za

**LAST WORD MAKANYANE:** Steve Bouwer and Maryna Bouwer  
**Direct Office** 27 (0) 14 778 9600  
**Steve and Maryna** 27 (0) 81 234 5818  
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makanyane@thelastword.co.za



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