

THE RESIDENCE HOTEL



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HOTEL

RACK RATES 02 January 2025 - 01 January 2027

	2025	2026
	02 January 2025 - 01 January 2026	02 January 2026 - 01 January 2027
Special Offers	Complimentary transfers to / from Rovos Rail, pre or post rail journey	Complimentary transfers to / from Rovos Rail, pre or post rail journey
	Book and stay 7 days or less from travel and receive an additional 10% Discount	Book and stay 7 days or less from travel and receive an additional 10% Discount
	Complimentary return airport transfers to/from OR Tambo International Airport Available with a minimum two-night stay.	Complimentary return airport transfers to/from OR Tambo International Airport Available with a minimum two-night stay.
	Book a minimum of 3 nights at Mukwa River Lodge or Tanyati Villa and enjoy a complimentary night Bed & Breakfast at The Residence Hotel. (Not combinable with Mukwa Stay/Pay)	Book a minimum of 3 nights at Mukwa River Lodge or Tanyati Villa and enjoy a complimentary night Bed & Breakfast at The Residence Hotel. (Not combinable with Mukwa Stay/Pay)
Luxury Room - Per Room, Per Night, B&B	ZAR 6 728	ZAR 7 199
Luxury Suite - Per Suite, Per Night, B&B	ZAR 8 553	ZAR 9 153
One Bedroom Suite - Per Suite, Per Night, B&B	ZAR 10 528	ZAR 11 266
Penthouse - Per Penthouse, Per Night, B&B	ZAR 10 528	ZAR 11 266
Pool Villa - Per Villa, Per Night, B&B	ZAR 10 528	ZAR 11 266
Madiba Suite - Per Suite, Per Night, B&B	ZAR 12 321	ZAR 13 186
Child Surcharge when staying with two adults - As per Child policy - Per Child, Per Night (max of 2 children 0-17 years)	ZAR 1 675	ZAR 1 689
Transfer - One way transfer from / to OR Tambo to / from The Residence Hotel in a luxury air-conditioned vehicle - 01-06 Pax	ZAR 1 790	ZAR 2 000
Kosher Meals - Per Person, per meal - External Kosher Meal Provider	Price on request	Price on request

RATES INCLUDE:

- Luxury Accommodation
- Breakfast
- Mini bar with complimentary soft drinks
- Complimentary sherry decanters
- Complimentary High Speed Wifi
- Jacuzzi's / Hot Tubs in selected Suites
- Fireplaces in selected Suites
- Complimentary Cake / Muffin of the day
- Complimentary Tea and Coffee (Nespresso Machines in rooms / suites)

RATE EXCLUDES:

- Lunch and dinner - as per A la carte menu
- Soft drinks, local beers, selected house spirits & house wines
- Premium and Imported wines, spirits, liquors, cigars and champagnes
- Laundry and dry cleaning
- Transfers (Can be arranged at an additional charge)
- Boutique Purchases and items of a personal nature
- Spa Treatments
- Private dining options available on request
- Honeymoon / Romantic turndown (can be arranged on request)

SUITE FEATURES:

- King size extra length beds
- Nespresso coffee machine (compostable capsules)
- Fully air-conditioned
- Private balcony / courtyard area with outdoor seating
- Guest Safe
- Satellite Television with bouquet selection and smart TV options (Netflix, Showmax)
- Jacuzzi / Hot Tub, Outdoor Shower, Outdoor bath or Fireplace in selected suites
 - o 9 Luxury Rooms - 1 ground floor room and 8 rooms on the 1st floor.
 - o 4 Luxury Suites - 1 ground floor luxury suite and 3 luxury suites are on the 1st floor.
 - o 2 One Bedroom Suite - These 2 suites are on the ground floor.
 - o 1 Pool Villa - This villa is on the ground floor with a fireplace and own private heated plunge pool.
 - o 1 Penthouse - On the 3rd floor with views over Houghton and Rosebank. This suite features a Jacuzzi, fireplace, outdoor shower, outdoor spa bath and relaxation area.
 - o 1 Madiba Suite - This is the largest of our suites which has a Hot Tub, outdoor shower, relaxation area, outdoor dining area & lounge, fireplace and small library for your enjoyment.

THE RESIDENCE FACILITIES:

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- Two swimming pools (one heated)
- Bar, Lounges and dining areas with fireplaces
- Fire Pit / Bush TV
- Gym
- Spa
- Boutique
- Reception and Activities Desk
- In-house accredited tour guide for tours (subject to availability)
- Concierge service
- Airport and local transfers can be arranged at an additional charge

CHILD POLICY:

- Children sharing with two adults - Triple / Quadruple rooms are subject to availability and attract the child surcharge.
- Luxury Room: Maximum 2 Pax (2 adults **or** 1 adult + 1 child 0-17 years)
- Luxury Suite: Maximum 3 Pax (2 adults + 1 child 0-17 years **or** 1 adult + 2 children 0-17 years) - children are accommodated on either sleeper sofas or additional beds, and charged the additional child rate
- One Bedroom Suite: Maximum 3 Pax (2 adults + 1 child 0-17 years **or** 1 adult + 2 children 0-17 years) - children are accommodated on either sleeper sofas or additional beds, and charged the additional child rate
- Pool Villa: Maximum 4 Pax (2 adults + 2 children 0-17 years **or** 1 adult + 3 children 0-17 years) - children are accommodated on either sleeper sofas or additional beds, and charged the additional child rate
- Penthouse: Maximum 2 Pax (2 adults **or** 1 adult + 1 child 0-17 years)
- Madiba Suite: Maximum 2 Pax (2 adults **or** 1 adult + 1 child 0-17 years)

IMPORTANT INFORMATION:

- The Residence Hotel is a **CASHLESS** Property, and we accept all major credit / debit card payments.
- Check-In time is 2PM
- Check-Out time is 11AM
- Early Check-In and Late Check-Out are by request and cannot be guaranteed.
- Guests are welcome to make use of hotel facilities prior to check-in / post check-out.
- Specific Room Numbers can be requested but cannot be guaranteed - Confirmed Room Type will be guaranteed.
- Please ensure that all details are in accordance with your reservation request. Should you require any amendments, please contact us immediately.
- Should any of the details change, we reserve the right to re-calculate the reservation costs accordingly.

TERMS AND CONDITIONS:

- All rates are quoted in South African Rands
- Provisional reservations will be held for a maximum of 14 calendar days
- A request for an extension of the provisional reservation must be made in writing
- Once a provisional booking has reached 14 calendar days, the booking will be automatically released without notification.
- Insurance: It is a condition of everyone using the rates and services offered by The Residence Portfolio, and its booking offices, that all clients (including individuals, companies and other legal entities) have adequate insurance cover against all risks associated with travel (including but not limited to epidemics and pandemics) and appropriate medical and other insurance prior to departure from their country of origin.
- By submitting an inquiry, making a provisional booking, or confirming a booking, you expressly accept and are bound by the terms and conditions of trade as detailed in this document.
- Please note that The Residence Portfolio reserves the right to change rates and terms and conditions at any time.

PAYMENTS & CANCELLATIONS:

- A 25% deposit of the entire booking value is required within 24 hours of confirmation
- A further 50% deposit of the entire booking value is required 30 days prior to travel
- Full and final payment of the entire booking value is required 14 days prior to travel
- Notification of cancellation of reservation needs to be done in writing and sent to info@residencecollection.co.za
- If cancelled 120-31 days prior to travel 25% cancellation fee of the entire booking value shall be charged
- If cancelled 30-15 days prior to travel 50% cancellation fee of the entire booking value shall be charged
- If cancelled 14-08 days prior to travel 75% cancellation fee of the entire booking value shall be charged
- If cancelled 07 days or less prior to travel 100% cancellation fee of the entire booking value shall be charged
- Postponed bookings will incur the applicable rate increases
- Postponed bookings will not be refunded but credited, and credit needs to be used within 365 days of postponement.
- Any amendments to reservations will re-calculated and charged in accordance
- All bank fees, including intermediary bank and difference in Rate Of Exchange are the responsibility of the payee

THE RESIDENCE CONTACT DETAILS

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