



**TEREMOK**

LODGE & SPA

## FACT SHEET

<b>GENERAL DETAILS</b>	
ESTABLISHMENT NAME	Teremok Lodge & Spa
PHYSICAL ADDRESS	49 Marine Drive Umhlanga Rocks 4320 KwaZulu-Natal South Africa
POSTAL ADDRESS	PO Box 1830 Umhlanga Rocks 4320 South Africa
PHONE NUMBER	+27 - (0)31 - 561 5848
E-MAIL ADDRESS	hello@teremok.co.za
WEBSITE ADDRESS	<a href="http://www.teremok.co.za">www.teremok.co.za</a>
<b>BUSINESS DETAILS</b>	
BUSINESS NAME	Teremok Lodge CC
CK NUMBER	2002/025663/23
MEMBERS	DM Davidson Fitzroy Trust
VAT NUMBER	4470205669
<b>ESTABLISHMENT DETAILS</b>	
ESTABLISHMENT TYPE	Boutique Hotel
YEAR ESTABLISHED	November 2003
<b>LOCATION</b>	
GEOGRAPHICAL	Umhlanga, KwaZulu-Natal, South Africa
GPS CO-ORDINATES	29° 44'06.30"S 31° 04'52.40"E
DISTANCES	Umhlanga Rocks village - 1km Umhlanga & La Lucia Ridge business area - 4km Durban central - 20km
CLOSEST AIRPORTS	King Shaka International Airport - 19km Virginia Airport - 10km
<b>MANAGEMENT</b>	
MANAGING OWNER	<u>Kim Davidson</u> kim@teremok.co.za C: 083 778 7979
OPERATIONS MANAGER	<u>Ninette du Plessis</u> ninette@teremok.co.za

ROOMS	
NUMBER OF ROOMS	8
NAMES	Milkwood, Juliet, Durban View, Palm, Vladynkin, Zodiac, Beethoven & Douglas
ROOM FACILITIES	<ul style="list-style-type: none"> <li>▪ Individually decorated</li> <li>▪ Extra-length beds (king size or twin)</li> <li>▪ Handcrafted ceiling fans</li> <li>▪ Air-conditioning</li> <li>▪ Private balconies</li> <li>▪ Non-smoking</li> <li>▪ Smoke detectors</li> <li>▪ LCD televisions &amp; home entertainment system</li> <li>▪ Bluetooth speakers</li> <li>▪ Wireless charging pads</li> <li>▪ Digital safe</li> <li>▪ Phone</li> <li>▪ WiFi with fibre internet connection</li> <li>▪ Gowns and slippers</li> <li>▪ Hairdryer</li> <li>▪ International adaptors</li> </ul>
BATHROOM FACILITIES	<ul style="list-style-type: none"> <li>▪ Open-plan</li> <li>▪ Large shower</li> <li>▪ Freestanding bath</li> <li>▪ Double basins</li> <li>▪ Separate toilet &amp; bidet</li> <li>▪ Bath towels, hand towels &amp; facecloths</li> <li>▪ Toiletries provided</li> </ul>
ROOM TYPES	<ul style="list-style-type: none"> <li>▪ All Luxury Suites</li> <li>▪ <u>Double</u> - Milkwood, Durban View, Palm, Vladynkin, Zodiac &amp; Douglas</li> <li>▪ <u>Twin or Double</u> - Juliet &amp; Beethoven</li> </ul>
POLICIES	<ul style="list-style-type: none"> <li>▪ No children below the age of 10</li> <li>▪ No triple rooms</li> <li>▪ All rooms non-smoking</li> </ul>
OUTSIDE ACCESS	Palm, Vladynkin, Zodiac, Beethoven & Douglas
SEA VIEWS	Milkwood, Durban View & Juliet
FACILITIES & SERVICES	
GENERAL FACILITIES	<ul style="list-style-type: none"> <li>▪ WiFi with fibre internet connection</li> <li>▪ Dining room</li> <li>▪ Two complimentary tea and coffee stations</li> <li>▪ Honesty bar</li> <li>▪ Library of DVDs</li> <li>▪ Library of books &amp; magazines</li> <li>▪ Secure off-road parking</li> <li>▪ Pool with towels provided</li> <li>▪ Spa (see below)</li> <li>▪ Meeting Room (see below)</li> <li>▪ Landscaped gardens prolific with bird life</li> <li>▪ Walking distance of beach</li> <li>▪ Well water (fully off the grid)</li> <li>▪ Alternative power supply (largely off the grid) of solar system, hybrid invertors and battery back-up</li> </ul>

COMPLIMENTARY SERVICES	<ul style="list-style-type: none"> <li>▪ Booking service</li> <li>▪ WiFi with fibre internet connection</li> <li>▪ Laundry &amp; ironing service</li> <li>▪ Local shuttles (subject to availability)</li> </ul>
SPA FACILITIES	<ul style="list-style-type: none"> <li>▪ Two treatment rooms</li> <li>▪ Relaxation room</li> <li>▪ Change room, shower and toilet</li> <li>▪ Retail section</li> <li>▪ Wide range of face, body and grooming treatments</li> </ul>
MEETING ROOM FACILITIES	<ul style="list-style-type: none"> <li>▪ Boardroom seating for 10 people</li> <li>▪ Airconditioning</li> <li>▪ Television</li> <li>▪ Flipchart</li> <li>▪ Wifi</li> <li>▪ Bar fridge</li> </ul>
<b>AFFILIATIONS</b>	
TOURISM BODIES	Umhlanga Tourism KZN Tourism South African Tourism
<b>GRADING</b>	
TOURISM GRADING COUNCIL OF SOUTH AFRICA	Five Star - Guest House
<b>AWARDS</b>	
Zulu Kingdom Service Excellence	2005, 2006, 2007 & 2008
Amarula Best Retreats In Africa	Service Excellence Award - 2008
Durban Chamber Of Commerce Tourism Award	Small Hotel - 2013 Top Hotel: KZN - 2014 Best Budget Hotel - 2014 Best Boutique Hotel - 2015
TripAdvisor Travellers' Choice Awards	<u>Top 25 in South Africa - 2013</u> Luxury Hotel (10 <sup>th</sup> ) Small Hotel (18 <sup>th</sup> ) Service (20 <sup>th</sup> ) <u>Top 25 in South Africa - 2014</u> Luxury Hotel (21 <sup>st</sup> ) <u>Top 25 in South Africa - 2015</u> Luxury Hotel (21 <sup>st</sup> ) Small Hotel (24 <sup>th</sup> ) <u>Top 25 in South Africa - 2016</u> Small Hotel (20 <sup>th</sup> ) <u>Top 25 in South Africa - 2017</u> Small Hotel (6 <sup>th</sup> ) <u>Top 25 in Africa - 2017</u> Small Hotel (19 <sup>th</sup> ) <u>Top 25 in South Africa - 2018</u> Small Hotel (4 <sup>th</sup> ) <u>Top 25 in Africa - 2018</u> Small Hotel (16 <sup>th</sup> ) <u>Top 25 in South Africa - 2019</u> Hotels for Romance (15 <sup>th</sup> ) Small Hotel (16 <sup>th</sup> )

	<u>Travellers' Choice Award - 2020</u> (no specific South African awards done) <u>Top 25 in Africa - 2021</u> <u>Small Hotel (9<sup>th</sup>)</u> (no specific South African awards done) <u>Travellers' Choice Best of the Best Award - 2022</u> (no specific South African awards done) <u>Travellers' Choice Award - 2024</u> (no specific South African awards done)
LUX Resorts & Retreats Awards	<u>Most Outstanding Bespoke Hotel &amp; Spa - KZN - 2020</u> <u>Luxury Boutique Hotel &amp; Spa of the Year - South Africa - 2021</u>
Prestige South Africa Awards	<u>Boutique Hotel of the Year - 2020</u>
Top Travel Awards	<u>Best Boutique Hotel - South Africa - 2021</u> <u>Best Coastal Retreat - South Africa - 2021</u>
World Luxury Hotel Awards	<u>Luxury Boutique Retreat - Africa - 2021</u>
Corporate LiveWire Global Awards	<u>Boutique Hotel of the Year - South Africa - 2021/22</u>

## RACK RATES

1 DECEMBER 2024 – 30 NOVEMBER 2026	Single – R3 900 Double/Twin – R6 000 per room (or R3 000 per person)
1 DECEMBER 2026 – 30 NOVEMBER 2027	Single – R4 100 Double/Twin – R6 400 per room (or R3 200 per person)
BASIS	<ul style="list-style-type: none"> <li>▪ Per night</li> <li>▪ Bed and Breakfast</li> <li>▪ Including 15% VAT</li> <li>▪ Commissionable at 20% to tour operators</li> </ul>
EXCLUSIONS	<ul style="list-style-type: none"> <li>▪ No triple rooms</li> <li>▪ No children below the age of 10 or infants</li> <li>▪ No guide rates</li> </ul>
PAYMENT PROCEDURE FOR TOUR OPERATORS	<ul style="list-style-type: none"> <li>▪ 100% pre-payment one month before date of arrival</li> <li>▪ Guests to settle extras directly on departure</li> </ul>
TRAVEL AGENTS	<ul style="list-style-type: none"> <li>▪ 100% payment within 14 working days of guests' departure</li> <li>▪ Extras either for guest directly or for bill back</li> </ul>
INDIVIDUALS	<ul style="list-style-type: none"> <li>▪ 50% deposit to secure booking</li> <li>▪ Remaining 50% and extras on departure</li> </ul>
PAYMENT OPTIONS	<ul style="list-style-type: none"> <li>▪ Cash</li> <li>▪ Electronic Funds Transfer</li> <li>▪ Credit Card – Visa &amp; Mastercard</li> <li>▪ Zapper</li> </ul>

## CANCELLATION POLICY

On the expected day of arrival, or within the duration of the stay	Liable for the 100% of accommodation costs for the days cancelled.
1 to 7 days prior to arrival	Forfeit 50% of total accommodation costs for the full duration of the stay booked.
8 to 14 days prior to arrival date	Forfeit 25% of the total accommodation costs for the full duration of the stay booked.
15 to 21 days prior to arrival date	Forfeit 10% of the total accommodation costs for the full duration of the stay booked
More than 21 days prior to arrival	Refunded in full

**BANK DETAILS**

<b>BANK</b>	<b>Nedbank</b>
<b>BRANCH</b>	<b>Business KZN</b>
<b>BRANCH NUMBER</b>	<b>164 826 (Universal - 198 765)</b>
<b>ACCOUNT NAME</b>	<b>Teremok Lodge</b>
<b>ACCOUNT NUMBER</b>	<b>1648 080 987</b>
<b>ACCOUNT TYPE</b>	<b>Cheque</b>