



**TEREMOK**  
LODGE & SPA

## **FACT SHEET**

|                              |                                                                                                        |
|------------------------------|--------------------------------------------------------------------------------------------------------|
| <b>GENERAL DETAILS</b>       |                                                                                                        |
| ESTABLISHMENT NAME           | Teremok Lodge & Spa                                                                                    |
| PHYSICAL ADDRESS             | 49 Marine Drive<br>Umhlanga Rocks<br>4320<br>KwaZulu-Natal<br>South Africa                             |
| POSTAL ADDRESS               | PO Box 1830<br>Umhlanga Rocks<br>4320<br>South Africa                                                  |
| PHONE NUMBER                 | +27 - (0)31 - 561 5848                                                                                 |
| E-MAIL ADDRESS               | hello@teremok.co.za                                                                                    |
| WEBSITE ADDRESS              | www.teremok.co.za                                                                                      |
| <b>BUSINESS DETAILS</b>      |                                                                                                        |
| BUSINESS NAME                | Teremok Lodge CC                                                                                       |
| CK NUMBER                    | 2002/025663/23                                                                                         |
| MEMBERS                      | DM Davidson<br>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<br>31° 04'52.40"E                                                                       |
| DISTANCES                    | Umhlanga Rocks village - 1km<br>Umhlanga & La Lucia Ridge business area - 4km<br>Durban central - 20km |
| CLOSEST AIRPORTS             | King Shaka International Airport - 19km<br>Virginia Airport - 10km                                     |
| <b>MANAGEMENT</b>            |                                                                                                        |
| MANAGING OWNER               | <u>Kim Davidson</u><br>kim@teremok.co.za<br>C: 083 778 7979                                            |
| OPERATIONS MANAGER           | <u>Ninette du Plessis</u><br>ninette@teremok.co.za                                                     |

| ROOMS                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NUMBER OF ROOMS       | 8                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| NAMES                 | Milkwood, Juliet, Durban View, Palm, Vladykin, 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 slaps</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, Vladykin, 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, Vladykin, 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> |

|                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>COMPLIMENTARY SERVICES</b>                   | <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>SPA FACILITIES</b>                           | <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>MEETING ROOM FACILITIES</b>                  | <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>                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>TOURISM BODIES</b>                           | Umhlanga Tourism<br>KZN Tourism<br>South African Tourism                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>GRADING</b>                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>TOURISM GRADING COUNCIL OF SOUTH AFRICA</b>  | Five Star - Guest House                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>AWARDS</b>                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Zulu Kingdom Service Excellence</b>          | 2005, 2006, 2007 & 2008                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Amarula Best Retreats In Africa</b>          | Service Excellence Award - 2008                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Durban Chamber Of Commerce Tourism Award</b> | Small Hotel - 2013<br>Top Hotel: KZN – 2014<br>Best Budget Hotel – 2014<br>Best Boutique Hotel – 2015                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>TripAdvisor Travellers' Choice Awards</b>    | <u>Top 25 in South Africa – 2013</u><br>Luxury Hotel (10 <sup>th</sup> )<br>Small Hotel (18 <sup>th</sup> )<br>Service (20 <sup>th</sup> )<br><u>Top 25 in South Africa – 2014</u><br>Luxury Hotel (21 <sup>st</sup> )<br><u>Top 25 in South Africa – 2015</u><br>Luxury Hotel (21 <sup>st</sup> )<br>Small Hotel (24 <sup>th</sup> )<br><u>Top 25 in South Africa – 2016</u><br>Small Hotel (20 <sup>th</sup> )<br><u>Top 25 in South Africa – 2017</u><br>Small Hotel (6 <sup>th</sup> )<br><u>Top 25 in Africa – 2017</u><br>Small Hotel (19 <sup>th</sup> )<br><u>Top 25 in South Africa – 2018</u><br>Small Hotel (4 <sup>th</sup> )<br><u>Top 25 in Africa – 2018</u><br>Small Hotel (16 <sup>th</sup> )<br><u>Top 25 in South Africa – 2019</u><br>Hotels for Romance (15 <sup>th</sup> )<br>Small Hotel (16 <sup>th</sup> ) |

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

## RACK RATES

|                                      |                                                                                                                                                                            |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 DECEMBER 2024 – 30 NOVEMBER 2026   | Single – R3 900<br>Double/Twin – R6 000 per room (or R3 000 per person)                                                                                                    |
| 1 DECEMBER 2026 – 30 NOVEMBER 2027   | Single – R4 100<br>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   |                               |
|----------------|-------------------------------|
| BANK           | Nedbank                       |
| BRANCH         | Business KZN                  |
| BRANCH NUMBER  | 164 826 (Universal - 198 765) |
| ACCOUNT NAME   | Teremok Lodge                 |
| ACCOUNT NUMBER | 1648 080 987                  |
| ACCOUNT TYPE   | Cheque                        |