

OAK VALLEY GUEST COTTAGE **INFORMATION MANUAL**

1. CONTACT DETAILS:

The contact persons for the cottage rental are:

Riana Muller (Rentals Manager) 082 565 1559
Willem Vlotman (Security Officer) 079 192 1084
Security MainGate (24 hours) 021-859 4113

Alternatively the Head Office telephone number is 021-859 2510 and for the Oak Valley Wines Tasting Room the number is 021-859 4110.

The above numbers are manned during office hours only and in the case of the Tasting Room between 10h00 and 14h00 on Saturdays as well.

The OakValley fax number is 021-859 3405.

2. COTTAGE BOOKING PROCEDURE:

Enquiries and Bookings can be made via this email address: cottages@oak-valley.co.za
Confirmation of bookings will be provided via return email.

At the time of booking a 50% deposit will be required and should be paid via EFT to the bank account below. Should a cancellation be requested a full refund of the deposit will be made up to 7 days prior to occupation. If less than 7 days but more than 4 days notice of cancellation is given, 50% of the deposit will be forfeited. If less than 3 days notice of cancellation is given, the full deposit will be forfeited. The balance of 50% owing against the booking must be made by EFT 3 days prior to occupation.

A further amount of R500 will be required as a deposit to cover possible breakages. This amount is fully refundable should no breakages or damages occur. Payable with final payment.

The banking details are as follows:

Bank: First National Bank
Account Number 6201 3928 744
Account Holder: OakValley Estates (Pty) Ltd
Branch Code: 200 312

Email the payment confirmation to: cottages@oak-valley.co.za

3. RENTAL CHARGE:

The rental for Cottage "1902" is R1050 per night incl VAT with a minimum booking of 2 consecutive nights. A maximum of 2 adults and 2 children are permitted (1 king size double bed and 2 mattresses provided). For stays from 3 nights to 7 nights a discount of 10% will apply to the published rates, inclusive of the first 2 nights. For stays of 8 nights or longer a 20% discount on the daily rate will apply.

4. COMPLIMENTARY OFFER

Included in the above rate is a complimentary bottle of award winning OakValley wine.

5. **ARRIVAL & DEPARTURE TIMES:**

Guests are welcome to occupy the cottage from 3pm on the day the booking commences. Guests are expected to vacate the cottage by 11am on the scheduled departure date. These times will apply to create space for the cleaning and servicing the cottage. However, should there be no same day rental, then these times can be amended by special arrangement with the Rentals Manager – Riana Muller (Cell 082 565 1559)

6 **MAP:**

A map is available on the website giving directions to Oak Valley Estate. On the farm there is signage directing visitors to the location of the “1902” cottage. A map will be provided at the gate to facilitate directions.

The GPS coordinates of both cottages is as follows:

“1902”: 34° 09' 50" S
19° 03' 05" E

7. **ROAD ACCESS & SPEED LIMIT**

There is a complicated network of roads on the farm. Guests are to access the cottage via the demarcated routes and are not permitted to drive around the farm.

Note that tractors and other equipment are active in the orchards and elsewhere even on weekends and visitors are cautioned to be on the look-out for vehicle activity. Dust is a cause for export fruit rejections and the speed limit of 40km / hour must be adhered to especially on dirt roads

8. **KEYS & ALARM SYSTEM & SECURITY**

A set of keys will be provided to gain access to the cottage as well as an alarm remote which will activate or deactivate the system. There is no need to use the alarm panel on the wall mount. Included is a key to the padlock which gives access to the firewood storage area. Kindly activate the alarm system when leaving your cottage. Incidents of theft are extremely rare but rather exercise caution than be sorry later.

The main gate is manned by our security personnel on a full 24 hour cycle and any difficulty should be reported immediately. Random vehicle searches are conducted – please be patient if your vehicle is selected. The relevant telephone numbers are listed above.

9. **CATERING**

The cottage is self-catering. To this effect it is equipped with a stove, refrigerator and microwave oven, as well as outdoor braai facility.

10. **FIRES / FIREWOOD**

Fires are not permitted on the farm except in the appropriate locations at the cottage. Firewood is provided free of charge. When making fires please ensure that the fires are made safe when retiring to bed or when leaving the cottage.

11. **RUBBISH DISPOSAL**

In order to preserve the environment OakValley practices 5-way rubbish sorting, as per the German model. You are kindly requested to sort your rubbish into the 5 bins provided as per the following:

Green Bin: organic material
Blue Bin: glass and bottles
Yellow Bin: plastics
White Bin: paper
Red Bin: metal

12. **PETS**

Due to our livestock operation we unfortunately cannot allow domestic pets onto the property.

13. **TELEVISION**

The cottage is equipped with digital television capability, but guests are requested to bring their own DSTV cards.

14. **FARMING ACTIVITIES:**

OakValley is a working farm with 4 operating divisions covering fruit, fresh cut flowers, livestock (beef cattle including the famous Wagyu breed, and acorn fed free range pigs) as well as vineyards and wine. As a working farm, farming practices have to continue, sometimes over weekends as well. Spraying is one of these activities but we can give the assurance that the strictest of protocols apply. To this effect OakValley has earned the following accreditations:

- a) Tesco Nature's Choice in the Gold Class
- b) Globalgap
- c) Waitrose preferred supplier status
- d) Overall winner of the 2007 Farm Health Awards Programme which recognises social investment on farms.
- e) OakValley was the 9th Biodiversity & Wine Champion and the first in the Overberg region to be certified under the SA Wine Industry's BWI scheme.
- f) The first company to be audited in terms of the WIETA protocol (Sedex Wine Industry Ethical Trade Audit).
- g) OakValley was invited to become a member of the Business & Biodiversity initiative based in Berlin, West Germany.
- h) OakValley was runner-up in the inaugural Woolworths SA Eco-Efficiency Awards programme in 2007.
- i) OakValley was the winner of the inaugural 2009 Nedbank Green Wine Award for Best Environmental Practices within the SA wine industry.

To achieve many of these accreditations involves a rigorous annual audit with sustainable farming being the end-goal.

15. **ELECTRICITY**

OakValley has its own HT electrical distribution network. From time to time power outages occur which we will attempt to repair as quickly as possible. In some cases a power outage might result in single phase power where some lights or plugs work (albeit dimly) whilst others won't work at all until power is restored. In order to minimise your inconvenience, we have supplied you with a Cadac gas lamp and cooking plate. If there is a power outage please use the contact details provided above.

16. **WATER**

The OakValley water is natural water collected from mountain streams and a spring. It is darker in colour than city water, but is soft and free of nasty chlorine. Supplied into the house is drinking quality water, whilst the garden taps are supplied with irrigation water which we ask you not to drink.

17. **FARM DAMS**

The farm dam that is best suited for swimming and fishing (black bass) is our main storage dam known as Waterkloof Dam, which is marked on the map in the information manual. Please be advised that this dam is 20 metres deep at its deepest point near the suction outlet, so swimming should only take place on the shallower southern perimeter of the dam, (opposite the steep forested northern perimeter).

No motorised craft (including jet ski's) are permitted on the dam, but canoes and sailing dinghies are allowed. (Motorised craft create wave action which causes erosion to earthen dam walls).

Important: Please note the indemnity provision and see to it that children are under adult supervision at all times when swimming. Remember that the dam water is dark and not clear like a swimming pool, so observation is more difficult. Also, farm dams have strong suction outlets often floating close to the surface suspended from drum floats and these are highly dangerous to swimmers and should be avoided. Waterkloof Dam has a built-in outlet system which is on rails in the North Western corner of the dam – please stay clear of this.

18. **HUNTING, SHOOTING & FIREARMS**

Neither of these activities are permitted and firearms are prohibited on the OakValley property.

19. **PICKING OF FRUIT OR OTHER PRODUCTS**

OakValley is a commercial farming operation and the products grown form the income base of the business. No fruits or other products may be harvested by guests, neither for own consumption nor for taking off the property.

20. **LEISURE ACTIVITIES**

The information manual contains brochures on the many leisure opportunities available within the ElginValley and further afield.

Likewise please refer to the Elgin Valley Tourism website at www.elginvalley.co.za for additional information.

21. **THE OAKVALLEY MOUNTAIN BIKING EXPERIENCE**

OakValley has played host to the ABSA Cape Epic as well as the Wines2Whales Mountain Biking races. We invite you to enjoy the three MTB trails, developed by Pieter Visser, the OakValley winemaker, over the past few years. The trails have been rated amongst SA's top ten national rides, so we invite you to enjoy them.

A nominal charge of R30 per person per day is applicable, payable at the gate house at the main entrance to the farm from where the trails start and end.

22. **OAKVALLEY WINES TASTING ROOM**

Wine tastings are offered free of charge from Mondays to Fridays 9am – 5pm. On Saturdays the tasting room is open from 10am – 2pm.

To those who are renting our cottages we offer a 10% discount on all wines purchased, subject to availability. You are encouraged to visit our tasting room within the opening hours as above.

23. **THE GREEN MOUNTAIN ECO ROUTE**

This is a hiking trail which takes the hiker on a walk across the Groenlandberg Mountains from the ElginValley, to Houw Hoek, BotRiver and Villiersdorp. It is also the world's first Bio-diversity wine route which focuses on eco-tourism. All hikes have guides in attendance and cover a maximum period of 4 days. For more information and charges see the website at www.greenmountain.co.za

24. **VISITORS BOOK**

A visitor's book is provided in the cottage. We would be pleased if you would fill in your details and comments so that we may make improvements to our levels of service to you. We trust that you will have a great stay on OakValley and that your memories of the farm will be pleasant ones.

25. **INDEMNITY**

The indemnity form overleaf must be signed by each tenant prior to occupation, which will absolve Oak Valley Estates (Pty) Ltd, Oak Valley Property Holdings (Pty) Ltd, The AG Rawbone-Viljoen Trust, and their employees, from any death / bodily injury or any loss of or damage to property whilst on the Oak Valley premises.

