

## **SOUTH BEACH GUESTS – WATER SUPPLY**

There are understandably guest concerns and questions regarding the publicity and international media reporting about the drought in Cape Town.

### **THE QUESTION MOSTLY ASKED**

What happens if the taps run dry and there is no water?

### **CURRENT SITUATION**

We are currently running at maximum occupancy and guests are enjoying their stay in Cape Town.

Everyone has water coming out of their taps, but we do indeed have a water crisis and we need to not use more than 50 liters per person per day.

Day Zero is the name used should the taps run dry, but THIS IS NOT AT ALL CERTAIN and we are optimistic that this will not occur.

The local community and the many tourists have responded well to water-saving recommendations, and the latest news is positive that we should get through to the start of the anticipated winter rains.

This has been a hugely successful campaign and has certainly created a long-term awareness of water conservation.

### **WHAT DOES THIS MEAN FOR GUESTS?**

Not bathing but rather showering for 2 minutes.

Conserving water wherever possible by, as an example, maybe using the bed linen a few extra days longer or not requesting fresh towels daily.

### **WHAT ARE WE DOING?**

We started taking water conservation measures some years ago by fitting water saving showers, taps and toilets and low water usage plants.

Large water tanks have been installed for rain water collection including the using of the latest filtration equipment. South Beach has decided to act now so that in the unlikely event of day zero occurring, we will be prepared and able to continue to supply water to our guests.

Alternative sources of water have been found in Cape Town such as huge unused underground water, boreholes, well points and the installation of desalination plants

Drinking water will not be an issue as guests have always received complimentary bottled water and we will continue to do so with this water available from non-drought areas.

### **WHAT DOES ALL THIS MEAN?**

WE WILL BE TOTALLY WATER SELF-SUFFICIENT and do not anticipate any water supply disruption to our guests.

We will continue to operate as per normal, but all guests will be requested to minimise the use of water wherever possible, BUT YOU WILL HAVE WATER.

Concerning restaurants, whilst I cannot speak for all of them, we can say that most restaurants in Camps Bay and The Waterfront will continue to function as per normal with either council or filtered water.

Most Cape Town establishments now have alternate supplies of water, so we expect guests to still be able to enjoy our beautiful city during any crisis.

### **BOOKING CANCELLATION POLICY**

We fully appreciate that guests would be reluctant to pay a non-refundable amount until they are able to assess the situation better closer to the arrival date.

We have therefore decided, THAT ANY NEW BOOKINGS MADE WILL NOT REQUIRE ANY PAYMENT FOR EITHER DEPOSITS OR FINAL BALANCE OF PAYMENTS, and these payments will only be required on arrival.

Therefore, there will be no cancellation fee and guests will only make payments on arrival, once they are satisfied that they are able to enjoy their stay.

The above will apply for all bookings with arrival dates prior to the 1st July 2018.

### **UPDATES**

All guests will receive weekly updates from us and we will answer any questions or concerns that guests may have.

Thank you in advance for your understanding of the situation and we do hope to see you in Cape Town.

Regards,

Reggie Hennop.

General Manager.