



AA Quality Assured Accommodation Programme

get out there



Komati River Chalets

Assessment Date: 06/09/12
Assessor: Vik Balusik
Category: B&B/Guest House with Self-Catering

THE AUTOMOBILE ASSOCIATION OF SOUTH AFRICA NPC
AA Quality Assured Accommodation Programme
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Our Assessor visited your property on 06/09/12 and compiled the following report.

Check In

Excellent, friendly & professional communications. Highly organised & efficient admin systems in place. Thank you for always prompt payment & your generous offer of accommodation – it is very much appreciated. VG Reception staffing hours, highly personalised attention. Such a warm welcome! Very well equipped admin section, guest area with quality seating, curio display cabinets etc. Debit/credit cards accepted. Detailed registration. Excellent en route signage incl dung beetle and hippo logo's & new lightbox signage at thatched entrance. Excellent on-site signage. New, most attractive web site – overall excellent: incl FB, Twitter, LinkedIn links & accreditations; T/Advisor guest reviews (check all reviews are replied to immediately); VG maps; generous selection of pics in the Gallery incl views of bathrooms; on-line enquiry form (no realtime booking facility noted? Nightsbridge?). High quality new brochures. Exceptionally good interaction between management & guests noted. Discussed addressing the DG on the Causeway road.

General Efficiency

Thoughtful consideration to children's entertainment incl super jungle gym & volley ball court – both with quality concrete seating in nearby shade for parents etc, tree swings dotted throughout the property, swimming pool. BBQ & view points created on the river bank – very clean; retention of riverine bush habitat, angling sites etc. Same day laundry service. Ice, firewood and fire lighters available at reception. Hairdryer and emergency toiletries available. Proprietors ensure the (municipal) access road is kept litter-free. Special measures in place for large boats in tow which cannot negotiate the (municipal) Causeway road - guards hired to keep them secure at the hotel up the road. Water filtration system for each unit (high lime & mineral content in water). Solar lighting in places. Restaurant operated in-house & provides dinner & breakfast. 65KVA generator. Wifi available. New house for owners. Excellent levels of general efficiency

Cleanliness

Not a cobweb in sight, despite tall-volume thatched roofing. Gleaming bathrooms – down to the scrubbed white plugs, with plug chains attached; exceptionally neatly-packed kitchens with polished cutlery, appliances etc. Very neatly made-up beds with mini turn down to flat sheets – fresh linen; BIC hangers neatly presented to one side, drawer interiors dust-free etc. All BBQ areas dust free & very clean BBQ stands. Only check plug switches for any marks – Unit 3 – below the mini oven. Check restaurant ceiling fan blades for any light dust.

Maintenance

New: digi safes in all units; installation of bouquet DSTV throughout; full bathroom refurb of older units under completion – to excellent effect: quality new, full wall tiling & ice-white grouting, installation of T&G-style white ceilings, new white vanity units with doors & drawers, quality new mirror unit with ledges or separate storage ledge, new WCs (plastic seats tend to wear fast) & baths with handles, wall shower rose & VG curtain (so neatly presented!); quality chrome mixers, Dutch lace-style window coverings. Overall excellent attention to maintenance in all areas, management and staff to be commended. To check: check towels for any edging wear. New mixer (Unit 3) at basin – hot & cold functions are reversed. Noted that some guests did move the BBQ stand onto the patio to braai in the rainy weather – ignoring the polite info request not to & the risk to the thatch: perhaps an indicator to consider weather covers at the BBQ areas? Consider geyser blankets/pipe insulation contribute to energy saving?

Friendliness

High levels of guest satisfaction as per T/A Guest Reviews. Notable long-service record of current staff complement attests to the respectful, caring ethos of the proprietors, which is reflected in the genuine hospitality extended to guests by all members of the team.

Local Knowledge

Member of Kruger South Association. Exceptionally good networks in place. Proprietors will suggest & book tours/activities; very comprehensive info on the area & onsite activities on web site, range of info in Reception.

Service & Efficiency

Accommodated in Unit 3, despite high occupancy – much appreciated! Very prompt attention at Reception, lovely welcome to the Restaurant; despite travelling early the next morning, Ros completed and personally delivered the new application form to the unit and ensured the Chef was aware of the next morning's breakfast bookings.

Bedrooms Type 1 - Space, Comfort & Décor

Double, Twin (x14) or Family chalets (x 8). All units incl kitchen(ette), bouquet DSTV, luggage rack & framed dressing mirror, air conditioning; own private, tiled & covered patio with table/chairs. Base sets as seen in excellent condition, all protectors in place. Unit 3 with VG height, quality bedside lamps with pleated shades – lovely for reading! Details as per the previous report.

Bathrooms Type 1 - Space, Comfort & Décor

xcellent fresh appeal in refurbished bathrooms. Lidded PVC waste bins with liners, WC brush, sani bags, small soaps, boxed tissues, 2-ply + wrapped extra, room spray, shaver plug. Towels: fresh, soft, medium quality bath towel, hand towel pp and bath mat. Very neat rolled-on-bed presentation. The helpful stools retained plus VG wall hook(s). Balance of details as before.

Public Areas

As before: businesslike reception counter, VG occasional seating. Pictures, bric a brac, collectables and personal memorabilia.

Restaurant now in-house operation, professional kitchen fittings & very clean, organised. Well spaced commercial qualities tables and chairs. Attractive with pictures, bric a brac, collectables.

Well designed patio extension to breakfast room, very good quality furniture, cabinetry, BBQ and prep areas. Each unit with open plan lounge area and/or good size covered patio; sound condition tables/ chairs, very clean.

Building Exterior

As before – first impression of high attention to care and maintenance. Quality built free standing units under thatch all of similar practical modern design, pleasantly lines, practical, functional domestic architecture. Neatly painted, fresh look. All with covered stoeps. No extra noticeable ornamentation, or architectural features. Scored on AA minima.

Parking

Each unit with own adjacent, open parking , off the main access road to not hinder traffic flow; excellent attention to gravel surface evident. Demarcated bays at Reception on the tarred entrance road, well lit. Additional parking for large trailers or boats in tow. Some shadecloth bays near the Restaurant. Each unit with external electrical plug points for easy connection to trailers etc to avoid unpacking of goods.

Grounds & Gardens

Absolutely splendid! High care and attention to detail evident. Trimmed, expansive lawns, a number of tree species with botanical names and balance underway – focus on indigenous flora; use of calf-height pole/laths balustrading around unit lawns which the hippos would like to munch! Numerous path ways for river walks; hoses neatly stored on wall brackets. Details as before.

Security

Perimeter electric fence; Digi safe in all units; excellent, appropriate night lighting; warning signs for Croc & Hippos plus wilderness warnings on web; night security patrols. Fire extinguishers noted. Laminated Fire Drill notices & evacuation procedure (English only – perhaps consider a pictogram for universal understanding?); emergency numbers in each unit. Candle, holder + matches provided. Lightning conductors noted. Suggest signed Reg Form includes guest acknowledgement of the safe-keeping facilities, croc & hippo presence.

Food Quality

B&B and SC rates advertised; restaurant, operated by charming Chef, Onismas Bhasvi, open daily for breakfast and dinner, double-sided laminated menu of homely dishes incl salads, burgers, pastas etc; children's menu available. Liquor licence in order for the bar – very neatly packed fridges, well stocked; polished glassware. Onismas promptly prepared a vegetarian 'burger' – tasty & very nicely presented – with chips – thank you. All units with kitchen(ette) with stove, micro, fridge-freezer & small appliances; details as before

Comments Overall

The energy & high attention to guest needs of and by the proprietors results in the continued success of this establishment. The proposed Highly Recommended endorsement is subject to the approval of the committee. Establishment to ensure that all public liability, insurance, municipal bylaws, laws, rulings are complied with.