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IN YOUR ROOM

1. Air-conditioning

All our rooms are fully air-conditioned with their own control unit (cooling only). Please dial Guest Services on 7878 for assistance.

2. Electrical supply & adaptors

The South African voltage supply is 220v and can accommodate UK 240v and European 220v appliances. A converter is required for US 110v appliances. Should you require an international converter, please dial 7878.

3. Hairdryer

Your room is equipped with a hairdryer, located in your desk drawer. A hairdryer requiring 110v electrical supply will need a converter. Please dial 7878 for an international converter.

4. Key cards

In the interest of security we recommend that you retain your key card with you at all times during your stay. Should you misplace your key card, please advise Reception immediately. Positive proof of identification is required when replacement key cards are issued. Staff are not permitted to open a door for any guest.

Please keep your key card away from magnetic fields as well as your cellphone as it affects the card's functionality.

5. Mail

The Guest Relations team will hold incoming mail or parcels for you prior to arrival. Guest Relations will assist with outgoing mail. Please dial 7892 for assistance.

6. Maintenance

In the event your room requires maintenance, please dial Guest Services on 7878.

7. Pillows

Our pillows are of the highest quality. Feather down pillows are on the bed and foam pillows are available on request. Should you prefer an alternative, please dial Guest Services on 7878.

8. Refreshment centre

Your refreshment centre comprises a kettle, espresso coffee machine and a selection of teas and coffee. Instructions for your coffee machine are provided. Should you require a top-up of your favourite beverage, please dial 7878.

9. Room security

An electronic safe is located in your bedroom wardrobe. Please ensure that your valuables are locked up at all times as the hotel does not accept liability for lost valuables and property.

Items such as wallets, iPads, iPods, digital cameras, laptops, cellphones and jewellery should be placed in the room safe.

For added security, a dead bolt is incorporated into your electronic door lock.

10. Room service

We provide 24-hour room service. Please consult the in-room dining menu in this directory and dial 21036 to place your order. Please allow 20 minutes for your order unless otherwise informed.

For in-room breakfast service please complete the door hanger order form and display on the outside door handle before 03h30 daily. Please dial 21036 on your room telephone to place your order.

11. Telephone calls

To obtain an outside line, dial "0". To make an international call, obtain an outside line then dial 00 + country code + area code (minus the first zero) + number. All local South African calls require the full 10-digit number i.e. include the area code even when dialing within the locale of the same area. To make a local call, for example to a number in Johannesburg, dial "0" to obtain an outside line, then dial the full number including the area code i.e. 011 234 5678. For a comprehensive list of international dialing codes, please contact Guest Services by dialing 7878.

12. Toiletries

If you have forgotten or misplaced items such as shaving cream, razors, comb, cotton wool, toothbrush, toothpaste or female hygiene items we will gladly send a replacement to your room with our compliments.

13. Umbrellas

In the case of inclement weather, umbrellas are available from the doorman.

14. Visitors

In the interest of our resident's security, all visitors to hotel rooms are required to obtain authorisation from the reception desk. Visitors may be asked to remain at Reception whilst making contact with the appropriate hotel guest, and on occasion, we may request that you collect your guest from Reception.

15. Wake-up calls

For a wake-up call, please contact Guest Services by dialing 7878.

16. Water

The tap water in the room is safe to drink. Complimentary bottled water is also provided in your room on arrival and is replaced daily.

17. Weather forecast

For today's weather forecast, please dial Guest Services on 7878.

18. Window cleaning

We wash our windows regularly. This normally happens between 08h00 - 17h00.

19. Wireless Internet

A complimentary WiFi service is provided whilst you are resident in the Hotel. For further information please contact Guest Services by dialing 7878.

IN THE HOTEL

1. Airline Information

Guest Relations is able to assist with most requests and bookings, please dial 7892 for assistance.

2. Baggage & luggage storage facilities

For assistance with luggage from your room on departure, please call Guest Services by dialing 7878

The hotel is able to assist with same-day storage. Please ensure that you receive a luggage tag, which will identify your belongings and will facilitate the release to the tag holder at a later stage. We recommend that luggage remains securely locked as the hotel cannot be responsible for the loss of, or damage to, however caused.

3. Foreign exchange

Hotel residents may exchange nominal amounts of major foreign currencies at the reception desk with the presentation of a valid passport. In accordance with South African Reserve Bank regulations monies may only be refunded in South African Rands.

ATM's are available in the Suncoast Casino complex. As per the international standard with regards to safety at ATM's please exercise caution when withdrawing money.

4. Business centre

A 24-hour self-help business centre is located on the first floor.

5. Car hire

Guest Relations can assist with car hire in the locale, please dial 7892 for assistance.

6. Chambermaid service

Maid service is twice daily including turn down service in the evening. Should you require additional services at any time between 07h00 and 22h00, please dial 7878 for assistance.

7. Concerns

A manager is on duty 24 hours a day. Should you wish to bring any concerns to our attention at any time during your stay, please dial 7878 and you will be transferred to the Duty Manager. Senior hotel management will always remain accessible to you at any time and you may be connected via the switchboard.

8. Credit cards & payments

The following cards are accepted: American Express, Diners Club, MasterCard and Visa. The hotel does not accept cheques.

9. Disable facilities

The hotel has one bedroom especially equipped for the physically challenged guests. Wheelchair accessible toilet facilities are available on the first floor. Wheelchairs are also available upon request; please dial Guest Services on 7878 for assistance.

10. Executive boardroom

We have a boardroom available for hire on the first floor of the hotel. Bookings can be made with Guest Services by dialing 7878 and access is subject to availability. The boardroom can also be hired on a DCP basis.

11. Fax & secretarial services

Please contact Guest Relations by dialing 7892 should you wish to send or receive a fax or should you require fax cover sheets or any other secretariat services. The hotel incoming fax number is +27 31 314 7979. Incoming faxes will be delivered to your room.

12. Florist

Guest Relations will assist with floral arrangements. Please provide a minimum of 2 hours notice during normal office hours. Dial 7892 for assistance.

13. Gym & swimming pool

A fully equipped gym is available and is located on the first floor. Access is restricted to residents only and can be gained by using your room key cards. The gym is accessible 24 hours a day and is restricted to those over the age of 18 years.

The swimming pool is located on the ground floor and is open from 06h00 - 18h00; pool towels are provided. A competent adult must accompany all children, non-swimmers and frail people to the pool as no lifeguard is present. All facilities are used at the patron's own risk.

14. Spa treatments

The spa is open 7 days a week, and can be reached by dialing 7900. No children under the age of 16 are permitted.

15. Laundry & dry-cleaning services

A same-day, off premises, laundry and dry-cleaning service is available Monday - Saturday. Kindly complete the laundry and valet slips in your wardrobe and place it in the Laundry bag.

For same-day return, please call Guest Services by dialing 7878 and display the "Collect Laundry" card on the outside door handle before 08h00. Your laundry will be delivered to your room at approximately 18h30.

16. Lost & found

Please contact Guest Services by dialing 7878 for assistance.

17. Pharmacy

There is a pharmacy nearby and our Guest Relations team will gladly assist you. Opening time may vary.

18. Places of worship

A list of churches, synagogues, temples and mosques with appropriate service times and directions is available upon request from for our Guest Relations - dial 7892.

19. Post & parcel service

Should you wish to send parcels or post a letter, please enquire at Reception. A more reliable alternative is the use of a recognised courier. Tariffs may apply.

20. Connectivity, Wi-Fi & iPads

Complimentary Wireless Internet is provided for residents throughout the hotel. Kindly contact Guest Services on 7878 should you have any queries.

21. Tours & day trips

Private tours and day trips can be booked through Guest Relations, please dial 7892 for assistance.

22. Transfers

Private transfers can be arranged through Guest Relations. The charge will be posted to your room account.

**IN CASE OF
EMERGENCY**

1. Fire emergency

The hotel has a comprehensive fire detection and sprinkler system that continuously monitors the entire building. The fire system is checked monthly and evacuation drills may be undertaken. In the event that a fire alarm is triggered, please follow the evacuation instructions. Fire instruction notices are also located on the back of your room door.

When an alarm sounds, the hotel will dispatch a fire investigation team. Proceed promptly to the designated Assembly Point. Do not bring any belongings other than warm clothing. Wait at this Assembly Point until instructed otherwise.

Do not use any of the hotel lifts as they will be automatically recalled to the ground floor as a safety precaution and will not function. We strongly advise that you familiarise yourself with the location of the nearest fire exits in relation to your room.

2. General emergency

In the event of any emergency, please dial 7878 from the nearest telephone. Staff will be on hand to assist or call emergency services.

3. First aid

Should you require first aid, kindly call Guest Services on 7878 who will locate the nearest hotel first aid representative. There are several world-class hospitals within close proximity of the hotel. Our Guest Relations team will assist, should you wish to visit the hospital.

4. Suspicious persons

Should you see any person behaving suspiciously or somebody who does not appear to "fit in" please dial 7878 and report your concern. The hotel will send a security officer to investigate.

5. Security & safety tips

Although crime has been well controlled over the past few years and incidents are rare, do not walk alone on the streets, particularly after dark. Walk only in well-lit areas and avoid obscure alleys. Do not invite attention by carrying cameras or wearing exposed jewellery or watches. When using taxis, use only clearly marked taxis or those recommended by Hotel staff.

SPA

Spa Etiquette

What should I wear to the Spa

Wear whatever is comfortable. We will provide you with a sarong and slippers.

When should I arrive at the Spa for my treatment?

Please arrive 5 minutes prior to treatment to allow time to change and familiarise yourself with the facilities. Arriving late may make it necessary to limit time for your treatments so that the next guest is not delayed.

Is there someone to help me decide on treatments?

Our spa practitioners will advise and explain treatments, different techniques and options to you.

Is there a limit to the number of treatments I should plan in a day?

You can have as many as you like. Our Reception staff will guide you on the best order of treatments

What if I have special health conditions?

These should be discussed with your Doctor prior to booking your treatments i.e. allergies, pregnancy, physical ailments, injuries or any other concerns you have.

What should I wear during treatments?

A selection of men's and women's disposable underwear is available in your private treatment room for you to make use of, should you require them.

What shoes should I wear if I am having a pedicure?

You would not want to smudge your perfectly painted nails after a pedicure. We would suggest that you bring a pair of open sandals.

What about the massage table, will I be covered?

All our practitioners are trained to drape the sheets discreetly over areas of the body not involved in the treatments and to protect your privacy at all times.

Can I ask the practitioner to adjust things to increase my comfort?

Definitely! This is your time, so enjoy the experience to the fullest. Whether it's the room temperature, the amount of massage pressure, the music or your personal choice of our specially blended oils, just ask.

Should men shave before their facial treatments?

It is recommended that men shave a few hours before the facial treatments, rather than just before.

Should ladies shave their legs before a massage or treatment?

No, it's not necessary, but you can if it makes you feel more comfortable.

Water

Drink a reasonable amount of fluids (water or herbal teas) before and after your treatments in order to flush the body of toxins.

What about my jewellery and valuables?

All our rooms are private, and a small jewellery box and digital lock-up safe are provided for your use during your time in the spa. The spa does not assume any liability for your personal belongings.

Is the Spa for men, women and children?

Men and women, no children under the age of 16 are permitted.

What facilities do you have?

There are 7 treatment rooms, two of which are dual rooms. Each offers private en-suite facilities to create a very private and comfortable space for your enjoyment, and all have the most spectacular view of the Indian Ocean.

How often should I have a massage?

Once every week or two is ideal for keeping your muscle tissue pliable and in good shape.

Gratuities

Gratuities are voluntary and are not included in the treatment price. You may wish to tip your therapist based on your experience.

When do I pay for my treatment?

This is your choice. On arrival if you have the time or after your treatment. We do accept EFT's however, payment will need to be done 7 days prior to your treatment date. If you are using a gift voucher, please notify the therapist on arrival.

Can I bring my cell phone into the Spa?

Unfortunately we ask that all electronic equipment be switched OFF or set to silent mode; out of respect for our other guests. Our spa environment is one of tranquility and relaxation, so please respect the peace and privacy of the space by speaking in a soft voice or simply enjoying the silence.

When do I call to cancel an appointment?

The treatments you select are reserved especially for you. Guests will be charged a 50% cancellation fee for treatments canceled less than 6 hours in advance. No-shows will be charged at 100%.

Refunds and returns

Treatments and packages are non-refundable, non-transferable and may not be exchanged for money. For hygiene reasons, products purchased may not be returned or exchanged.

IN-ROOM DINING

Jeera Restaurant | Suncoast Towers

In-Room Dining Menu from 12h00 - 06h00

Starters

Grilled Chicken & Pineapple Salad	R95
Harissa Spiced Peri Peri Chicken Livers	R90
Classic Greek Salad	R85
Trio of Samosa's	R55

Mains

Signature Jeera Curries, served with Basmati Rice, Roti & Sambals

Lamb Curry (on the Bone)	R125
Butter Chicken	R140
Bean & Potato	R75

Signature Jeera Bunny Chow, served with Carrot Salad & Pickle

Lamb Bunny (On the Bone)	R125
Butter Chicken Bunny	R140
Bean & Potato Bunny	R75

Grilled Beef Fillet (300gr)	R250
Served with seasonal vegetables & Mushroom Sauce	

Grilled Karoo Lamb Chops	R240
Served with Mash Potato & Chef Jus	

Pan Seared Line Fish	R220
Served with Seasonal Veg, fries & Lemon Butter Sauce	

Mediterranean Vegetable Pasta	R150
Peppers, Mushroom, zucchini & feta with Penne	

Grilled Lamb Burger	R110
Topped with Tomato Relish, Onions & Fries	

Cajun Style Chicken Fillet Burger	R105
Topped with Pineapple Salsa, crumbled Feta & Fries	

Sandwiches with a choice of White or Brown Bread

	Single	Double
Toasted served with fries		
Cheese & Tomato	R70	R85
Cheese, onion, Mushroom	R70	R85
Chicken & Mayo	R80	R100
Lamb Curry	R90	R120

Kiddies Meals

Panko Crumbed Chicken strips & Chips	R105
Macaroni & Cheese	R85
Small Fries with Tomato Sauce	R25

Desserts

Jeera Soji served with Cream & Almonds	R65
Crème Brule	R70
Chocolate Mousse Cake Slice	R70

SUNCOAST COMPLEX

Entertainment

Situated next door to the hotel with direct access from the first floor, you will find Suncoast, a haven of fun and entertainment. With exciting gaming, great food and world-class events there's something for everyone.

Gaming

If you are over the age of 18, Suncoast caters for the casual gamer as well as those who take their gaming more seriously. The casino floor has over 1800 slot machines offering a multitude of game types with a wide range of denomination options ranging from 1c to R100. If you enjoy playing tables there are over 70 tables where you can enjoy a game of Roulette, Black Jack, Poker or Baccarat.

Dining

Pick your pleasure from over 20 eateries where great food is the order of the day or night at Suncoast.

Suncoast has something to satisfy every craving! From a buffet restaurant, Portuguese peri-peri chicken and LM prawns or Mediterranean-style seafood, exquisitely aromatic to spicy Indian food, authentic Tex-Mex, contemporary Greek cuisine, simply Italian dishes, comforting coffee and of course, South African burger and sandwich favourites.

Kiddies entertainment

The Magic Company is bursting with action-packed games for kids of all ages. For the younger children, Suncoast provides a childcare facility for children between the ages of 3 and 10 years old, for a maximum of 3 hours at a nominal fee.

Suncoast movies

Watch the latest blockbuster movies in one of eight state-of-the-art cinemas.

World class events and shows

The Globe at Suncoast is a popular venue in Durban's entertainment scene with the finest expos and shows, sensational concerts and comedy shows with the top local and International comedic talent bringing their shows to Suncoast.

The Barnyard Theatre is acclaimed for vibrant, uplifting and entertaining live music shows and for hosting South African bands, comedians and performers.

Please contact Guest Relations 7892 for details on events and shows taking place during your stay.

For your convenience

Standard Bank, Nedbank, ABSA, Capitec and First National Bank ATMs are located within Suncoast. There is also Candy Coasters, a small convenience store for necessities such as airtime, newspaper, magazines, cigarettes and other amenities.

Whether you're hanging out with friends or spending quality time with the family it's the perfect mix of sun and sea, and some of the best entertainment right on the Durban beachfront. Suncoast truly is the place to be.