



L E T U S T A K E Y O U B Y T H E H A N D

LAST WORD RACK RATES

Franschhoek 2024-2025

HIGH - 20 DECEMBER 2024 TO 28 FEBRUARY 2025

	RACK
Pool Suite x2	12 000
Superior Room x8	10 500

**SHOULDER - 1 OCTOBER 2024 TO 19 DECEMBER 2024
AND 1 MARCH 2025 TO 30 APRIL 2025**

	RACK
Pool Suite x2	8 900
Superior Room x8	7 800

LOW - 1 MAY 2024 TO 30 SEPTEMBER 2024

	RACK
Pool Suite x2	6 900
Superior Room x8	5 900

Rate in ZAR

LAST WORD FRANSCHHOEK RATES TERMS AND CONDITIONS

RATES ARE

- Inclusive of 15% vat
- Invoiced and payable in ZAR
- Quoted per room per night based on a maximum of 2 adults
- There is no single person rate and no third adult in a room.
- Subject to availability
- Subject to change without prior notice.

RATES INCLUDE

- Luxury accommodation
- Breakfast
- Tea/coffee
- All beverages such as soft drinks, waters, house wines, beers, ciders and selected spirits

RATES EXCLUDE

- Lunch and Dinner
- Premium wines and champagne on wine list
- Premium and craft spirits and single malt whiskeys
- Transfers
- Gratuities
- Laundry services

CHILD POLICY

- Children 6 years and older are welcome at Last Word Franschhoek
- Should the entire hotel be booked for a group then children of all ages are welcome
- Children from 12 years and older are considered adults and will have to take their own room at the applicable rates
- Children between the ages of 6 and 11 years may share with parents in the following room categories: Pool Suite,
- Children sharing with their parents will be charged R2 200 per night per child (net rate) up to a maximum of 2 children (subject to availability)

GUIDE POLICY

- Should drivers/guides be required to stay at Last Word they will be required to pay the applicable room rate and this is subject to availability

MINIMUM STAY DURING SEASON

- A minimum night stay of 2 nights are required between the dates 20 December and 15 February in Franschhoek

DYNAMIC / BAR RATES

- Last Word reserves the rights to implement dynamic/bar rates 90 days prior to check-in date

BOOKING PROCEDURES

- All reservations must be made by email directly to Last Word Reservations stay@thelastword.co.za
- Should you not receive a written response to your request then please assume that it was not received and resend the request as a booking was not made
- Please note that all cancellations and/or amendments must also be in writing

PROVISIONAL POLICY

- Subject to availability – should we have limited suites available only confirmed bookings will be accepted
- Provisional reservations made less than 30 days prior to arrival will be held for 48 hours
- Full names of guests travelling will be required to convert the status from provisional to confirmed

DEPOSIT AND PAYMENT POLICY

Tour Operators

- Full payment is required 30 days prior to arrival
- Reservations not paid 30 days in advance will be cancelled on notice to the agent
- Voucher numbers will not be accepted as guarantees for bookings
- Tour operators electing to settle a booking with a credit card will be subjected to a 5% surcharge
- Deposit conditions may be waived for bookings from the trade, tour operators and agents
- All extras are to be settled at the property on departure
- 10% deposit required on group bookings – non refundable

Direct Bookings

- 50% Deposit is required on confirmation
- Full payment is required 30 days prior to arrival
- Reservations not paid 30 days in advance will be cancelled on notice to the guest
- All extras are to be settled at the property on departure

Online Bookings

- 50% Deposit is required on confirmation
- Final payment required on date of check in.
- All extras are to be settled at the property on departure

CANCELLATION POLICY

- Only written cancellations will be accepted. Ensure to receive an acknowledgement of cancellations in writing by Last Word Reservations
- 50% of full amount if cancellation is within 30 – 45 days prior to arrival
- 100% of full amount if cancellation is 30 days or less prior to arrival
- Cancellations for medical reasons must be part of travel insurance taken out by the client
- In the event of early departure the full extent of the stay as originally booked and confirmed will be charged

TRAVEL INSURANCE

- We insist that travel insurance is taken out on all bookings

ARRIVAL AND DEPARTURE

- Guests may check in from 14h00
- Rooms are to be vacated by 11h00

TRANSFERS

- Road transfers can be arranged on request at an additional charge.

ELECTRICITY BACKUP

- Last Word Franschhoek has their own solar/inverter/battery backups so during rolling blackout or load shedding, there will be zero impact on guests, the system will support all the electronic devices.

LAST WORD SPECIALS

- Stay 9 nights or more at a combination of Last Word hotels and receive a 15% off lowest rate
- Stay 4 nights a last Word Kitara and receive 2 nights at Last Word Constantia

GDS / IDS PROPERTY CODES

	CONSTANTIA	FRANSCHHOEK	LONG BEACH	MADIKWE	KITARA
Amadeus PH	PHCPTTCH	PHCPTTFH	PHCPTTLB	PHNTYLWH	PHHDSLWH
Sabre	PH110368	PH110285	PH110369	PH603636	PH328927
Galileo/Apollo	PH656	PH717	PH736	PHH8279	PHF6441
Worldspan	PHCPTTC	PHCPTTF	PHCPTTL	PHJJNBLW	PHMQPLW

CONTACT DETAILS

RESERVATIONS: Widad Marnewick, Valencia Faro and Taryn Deneys
27 (0) 21 794 6561
stay@thelastword.co.za

ACCOUNTS: Chad Cobbledick
27 (0) 21 794 2036
chad@thelastword.co.za

LAST WORD CONSTANTIA: Kim Jacobs and Sam Phiri
27 (0) 21 794 7657
constantia@thelastword.co.za

LAST WORD LONG BEACH: Fanie Witbooi and Jackie Roosendaal
27 (0) 21 783 4183
longbeach@thelastword.co.za

LAST WORD FRANSCHHOEK: Conrad Flatow and Franklin Mentor
27 (0) 21 876 4723
franschhoek@thelastword.co.za

LAST WORD KITARA: Lee-Anne Detert
Direct Office 27 (0) 63 255 8503
Lee-Anne 27 (0) 82 727 7766
(best is to WhatsApp due to signal limitations at camp)
Lee-Anne@thelastword.co.za

LAST WORD MADIKWE: Tataum Jackson
Direct Office 27 (0) 79 497 8492
Tataum 27 (0) 060 444 0967
(best is to WhatsApp due to signal limitations at camp)
madikwe@thelastword.co.za

GROUP GENERAL MANAGER: Nicky Coenen
27 (0) 21 794 2036
nicky@thelastword.co.za



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