
RATE INCLUSIONS AND SERVICES

FOR RESERVATIONS 3 NIGHTS OR MORE:

- Return luxury airport transfers
- House wines, house beers & house spirits (includes selected premium brands)
- All non-alcoholic beverages (water, coffees, sodas etc.)
- All laundry services
- All day snacks and treats from room bar and guest lounge
- Welcome drink on arrival with refresher towel service
- Tapas during sunset
- Full English and Continental breakfast
- High-speed uncapped internet with personalized Netflix account
- Personalized in-room concierge iPad and arrival snack platter with a handwritten note from the General Manager
- Butler service and concierge assistance
- Use of sauna, steam room & pool facilities
- Secure parking

FOR RESERVATIONS SHORTER THAN 3 NIGHTS:

- Welcome drink on arrival with refresher towel service
- Tapas during sunset
- Full English and Continental breakfast
- High-speed uncapped internet with personalized Netflix account
- Personalized in-room concierge Ipad and arrival snack platter with a handwritten note from the general manager
- Butler service and concierge assistance
- Use of sauna, steam room & pool facilities
- Secure parking

RATE EXCLUSIONS

VIP meet and greet service customs (passport support), meals not mentioned (we offer personalized lunch and dinner menus created in consultation with our chef), beverages not mentioned, transfers and taxis.

CLIMATE

The annual average temperature in Cape Town is a delightful 17 degrees Celsius going up to 30 degrees Celsius in summer. Cape Town lies on the 34th latitude South, parallel to Casablanca, Los Angeles and Sydney.

BOOKING CONDITIONS

All reservations should be made in writing by emailing info@21nettleton.com

Written confirmation is required within 14 days of reservation, failing which 21 Nettleton reserves the right to cancel the reservation.

A 20% non-refundable deposit of accommodation is required upon receipt of written confirmation.

The balance of the accommodation must be paid in advance and in full, no later than 30 days prior to the arrival date. 21 Nettleton reserves the right to cancel the reservation should payment not be received.

Reservations made within 30 days of the arrival date require 100% deposit payment.

CANCELLATION POLICY

Notice periods and penalties:

>61 days – 20%

60 to 31 days – 50%

30 to 1 days – 100%

No-shows and premature departures – 100%

Refunds of deposits and cancellation fees are at the discretion of management.

PEAK SEASON BOOKING AND CANCELLATION POLICY

100% payment is due on the 31st of October for reservations during peak season.

100% cancellation fee is charged for reservations cancelled after the 31st of October.

ECO AND COMMUNITY

The following green initiatives are in place at 21 Nettleton:

- Solar energy
- 100% Water recycling
- Composting
- Energy saving light-bulbs
- 100% bio-degradable cleaning products

We are partnered with IMAD - an NGO that provides music teachings to underprivileged children in the townships. Please ask us for more information or how you can become involved.

LOCATION

Cape Town International Airport is located approximately 30 minutes from 21 Nettleton and the city's Atlantic Seaboard area. Taxis & UBER are readily available at both ends of the journey. Please ask us about our complimentary airport transfer service.

LANGUAGES SPOKEN AT 21 NETTLETON

English, French, Arabic, German & Portuguese

GRATUITY

Gratuities are entirely at the guests' discretion and are collected by the manager and distributed to all members of staff.

WINE AND CUISINE

The restaurant at 21 Nettleton is open exclusively to our in-house guests. Our menus for lunch and dinner are prepared on the request of our guests. We endeavor to only use local ingredients that are organic and free from GMO's.

In partnership with Buitenverwachting, an award winning wine estate in the Constantia winelands, 21 Nettleton boasts a fine wine list. Private tastings with a sommelier or the winemaker is available on request.

Reverse osmosis filtered drinking water is provided in all rooms and at all meals.

CHILDREN

Children 12 years and older are welcome at 21 Nettleton. This does not apply to exclusive use or villa reservations. We are the perfect venue for celebrations and quality time with friends and family.

CONTACT INFORMATION

21 Nettleton Road, Clifton, Cape Town, South Africa

Visit www.21nettleton.com for more information or contact us on +27 21 438 1122

Reservations
info@21nettleton.com

Dirk Jacobs (General Manager)
+27 72 244 6872 · dirk@21nettleton.com

Dr. Hugo Jankowitz (Founder)
hugo@21nettleton.com