

Welcome to the InterContinental
Johannesburg O.R. Tambo Airport, Hotel.

This directory features all the information
you will need to get the most out of your stay.
However, if we have left anything out or you
don't have time to page through it, give our
Concierge a call on Ext 5424/5464 and we will
answer any of your questions.



INTERCONTINENTAL®
JOHANNESBURG O.R. TAMBO AIRPORT

SMOKING POLICY

In line with South African legalisation, smoking is only permitted in designated areas.

As such, smoking is prohibited in the hotel or public areas, and offenders may be prosecuted.

We have a designated smoking area situated on the ground floor.

ENVIRONMENTAL POLICY

InterContinental Johannesburg O.R. Tambo Airport Hotel, part of a global chain of suppliers of luxury accommodation recognises the impact of our operations on the environment. We are increasingly aware of both global concerns and our local environment and recognise that the pursuit of economic growth and a healthy environment must be closely linked.

We aim to increase awareness and understanding of environmental issues and to embed environmental best practice into the day to day running of our business by remaining committed to the implementation and continual improvement and assessment of an Environmental Management System. Compliance with existing legislation and other requirements is seen as only the minimum standards that we will adhere to. We embrace the understanding that staff knowledge and motivation is key to achieving this vision.

Dear Guest

Sawubona! Siyanamukela! Reya Le Amogela! Welkom! Welcome to InterContinental Johannesburg O.R. Tambo Airport and an even warmer welcome to Johannesburg, The City of Gold!

Throughout your stay with us, the team will endeavour to meet and exceed the high standards that you expect from InterContinental Hotels.

In the unlikely event that you are dissatisfied with the quality of any product or service provided during your stay, please contact the Duty Manager who will attend to your requirements. Please dial 9.

Please do consult our Concierge team for any assistance. We can recommend some great local experiences should you have anything from a few hours to a few days free.

If there is any aspect of your stay you wish to bring to my personal attention please do contact me at ayanda.mazibuko@icairport.com I welcome your feedback.

I trust that you enjoy your experience in Johannesburg and that we make the city come alive for you.

Thank you for your support and have a wonderful stay.

Ayanda Mazibuko
General Manager

Email: ayanda.mazibuko@icairport.com

Email: reservations@icairport.com

Tel: (+2711) 961 5400 Fax: (+2711) 961 5401

P.O. Box 200 OR Tambo International Airport 1627

Reservations - (+2711) 961 5400

www.intercontinental.com

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IN YOUR ROOM

AIR-CONDITIONING

Your room has an individual air-conditioning unit. This enables you to regulate your room temperature to your personal requirements.

To operate your air-conditioner:

- Select power to turn it on or off
- Select up or down arrow to increase or decrease temperature set point
- Select auto for fan speed
- Allow up to 30 minutes for the unit to reach the desired temperature
- The aircon defaults to display the current temperature in the room

CHAMBERMAID SERVICE

Maid service is twice daily including turndown service in the evening. Should you require service at any time between 07h00 and 23h00 please dial 9 for Instant Service.

COMPLIMENTARY PRESSING

You are entitled to have two complimentary items of clothing pressed per day. Please dial 9 for Instant Service should you require this service. Laundry and dry cleaning remain a service that attracts a tariff.

ELECTRICAL SUPPLY, ADAPTORS & CONVERTERS

The South African voltage supply is 220V and can accommodate UK 240V and European 220V appliances. A converter is required for US 110V appliances and is available upon request.

A dual voltage razor socket is available in the bathroom however please do not use this for other electrical appliances.

Adaptors for most major countries are available upon request and a R150 refundable deposit will be required. Please dial 9 for Instant Service to request an adaptor.

IN YOUR ROOM

HAIRDRYERS

Your room is equipped with a hairdryer, located in your wardrobe. For safety reasons an automatic cut-out occurs after approximately 8 minutes. Converters are available upon request for hairdryers requiring a 110V electrical supply.

KEYCARDS

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.

MAIL

Our Concierge team will hold incoming mail or parcels for you and will assist with outgoing mail.

MAINTENANCE

In the unlikely event your room requires maintenance please dial 9 for Instant Service.

MULTI MEDIA CONTENT SHARING

The TV system has the ability to share content from your mobile device wirelessly. The Bose system has a bluetooth function that allows you to share music, through the Bose system itself. Please see the Bose/ Alarm Clock tent card for more information.

IN YOUR ROOM

NEWSPAPERS

With a focus on reducing waste we have removed all printed newspapers. We do have a wonderful electronic option available on PressReader. Please follow the QR code provided on your welcome letter to access magazines & newspapers from around the world. For any assistance connecting please dial 9 for Instant Service.

PILLOWS

Our pillows are of the highest quality. Feather down pillows are on the bed and one foam pillow is in your wardrobe. Should you prefer an alternative please do let us know. Please dial 9 for Instant Service.

REFRESHMENT CENTRE & IN-ROOM BAR

Your refreshment centre comprises of a kettle, Nespresso coffee machine and a selection of tea and coffee. Should you require a top up of your favourite beverage please dial 9 for Instant Service. Instructions for the coffee machine can be found in the coffee capsule box.

ROOM SECURITY

An electronic safe is located in your bedroom wardrobe. Please ensure that your valuables are locked away at all times as the InterContinental Johannesburg O.R. Tambo Airport does not accept liability for lost valuables and property.

Items such as wallets, iPods, digital cameras, laptops, cellphones and jewellery can be secured in the room safe.

For added security a Dead Bolt is incorporated into your electronic door lock. Activate and deactivate by moving the lever below the door handle.

IN YOUR ROOM

ROOM SERVICE

We provide 24-hour room service, please consult the in-room dining menu. We shall be happy to assist on any special requests or special dishes you may desire. Please contact the duty Food & Beverage Manager, dial 9

For breakfast service please complete the door hanger order form and display on the outside door handle before 03h30 daily.

Please allow 20 minutes for your order unless otherwise informed.

Please dial 9 or select the room service icon on your room telephone to place your order

SMOKING POLICY

For your convenience the hotel has both smoking and non-smoking bedrooms available. All public areas are deemed as non-smoking however a smoking lounge is available on the ground floor opposite the Business Centre

TELEPHONE OPERATION

To receive a call using the cordless telephone please remember to press the "ON" button before answering.

To dial a number using the cordless telephone please remember to press the "ON" button before dialing.

Please remember to return the telephone to the cradle to allow the telephone to remain fully charged.

Should a message be left for you on the Hotel's electronic voice mail service the MESSAGE WAITING lamp will be illuminated.

IN YOUR ROOM

TELEPHONE CALLS

To retrieve your message:

- Lift the handset and press the “ON ” button
- Dial 3 and wait for the instructions to be given
- Save or delete your messages then press the “OFF” button

To dial another guest room in the hotel, please press the telephone “ON” button then dial 2 followed by the room number or dial 9 for an operator to assist.

To obtain an outside line, press the “ON” button on the telephone and 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 area code. To make a local call, for example, to a number in Johannesburg, press the “ON” button on the handset and dial 0 to obtain an outside line then dial the full number including the area code e.g. 011 234 5678.

A comprehensive listing of dialing codes can be found in the Worldwide Dialing Code Section.

TOILETRIES

If you have forgotten or misplaced items such as shaving cream, disposable razors, comb, cotton wool, toothbrush, toothpaste or female hygiene items we shall be happy to send the item to your room with our compliments.

IN YOUR ROOM

TROUSER PRESS

A trouser press is available for your use. Once the press is opened, fold your trousers neatly into the press, close and press the "ON" button. After approximately 30 minutes your trousers shall be ready. An iron and ironing board can be found in your wardrobe for your convenience.

TV & REMOTE CONTROL

To select the desired channel it is important that you use the P[^] or P_v buttons located on the TV remote control.

UMBRELLAS & WEATHER FORECAST

In the case of inclement weather umbrellas are available from the Doorman. For today's weather forecast, dial 9 for Instant Service. Turndown Service will deliver a weather forecast card to your room.

VISITORS

In the interest of our resident's security all visitors to Hotel rooms are required to obtain authorization from the Concierge Desk. Visitors will be asked to remain at Concierge whilst making contact with the appropriate hotel guest.

WAKE UP CALLS

For a wake up call please contact Instant Service by dialing 9. Automatic wake up calls may be made from your room telephone.

- Lift the handset and press the "ON" button
- Use the wake up call icon and follow the instructions to enter the required time in a 24-hour format
- Wait for verbal acknowledgement that your wake-up call has been accepted

Should you wish to change the time, follow the same procedure as above. The original time will be overwritten.

IN YOUR ROOM

WATER

WIRELESS INTERNET

Should you wish to cancel the wake up call completely follow the instructions and enter *.

It is recommended that you dial 9 to make use of the Instant Service wake up call facility which is operator assisted, however you can also make use of the Bose clock radio located on your desk to set an alarm. Please see alarm clock instructions next to the Bose radio.

The tap water in the room is safe to drink. Bottled water is also provided complimentary in your room.

A complimentary wireless Internet service is provided whilst you are a resident in the Hotel. Log in details can be found in your key card holder. A Premium option is available for a fee and is recommended for larger downloads and streaming.

WIFI CONNECTIVITY INSTRUCTIONS

1. Find **@ICAairport**
2. Open the browser, which should default to our log in landing page, select "Hotel Guest"
3. Then insert your **surname** and **room number** (same as registration card)
4. Tick box to accept the "**Terms and Conditions**"
5. Click on "**Connect**"
6. Click on "Browse the Internet" (you are now connected) If the device has been idle for more than ten minutes, you might lose connection, please log in again. If log in denied, close the screen and reopen. If you experience any issues, please contact guest relations on Ext 5424

IN YOUR ROOM

WORLDWIDE DIALING CODES & TIME DIFFERENCES

To make an International call from your room;

- Press the "ON" button on the handset
- Dial 0 for an external line
- Dial the required country code per the table below with the prefix 00
- Omit the first (0) of the area code you are dialing
- Up to 20 or 30 seconds may elapse before you hear the ringing tone

| Country | Code | Time Difference |
|----------------|----------------------|--------------------|
| Australia | 00 + 61 + Area Code | +6 to +9 hours |
| Austria | 00 + 43 + Area Code | -1 hour |
| Belgium | 00 + 32 + Area Code | -1 hour |
| Botswana | 00 + 267 +Area Code | No time difference |
| Brazil | 00 + 55 + Area Code | -4 hours |
| Canada | 00 + 1 + Area Code | -6 to -10 hours |
| Chile | 00 + 56 + Area Code | -5 hours |
| China | 00 + 86 + Area Code | +6 hours |
| Denmark | 00 + 45 + Area Code | -1 hour |
| Egypt | 00 + 20 + Area Code | No time difference |
| Finland | 00 + 358 + Area Code | No time difference |
| France | 00 + 33 +Area Code | -1 hour |
| Germany | 00 + 49 +Area Code | -1 hour |
| Greece | 00 + 30 + Area Code | No time difference |
| Hong Kong | 00 + 852 + Area Code | +6 hours |
| Hungary | 00 + 36 + Area Code | -1 hour |
| India | 00 + 91 + Area Code | +3 1/2 hours |
| Indonesia | 00 + 62 + Area Code | +5 hours |
| Irish Republic | 00 + 352 + Area Code | -2 hours |
| Israel | 00 + 972 + Area Code | No time difference |
| Italy | 00 + 39 + Area Code | -1 hour |

IN YOUR ROOM

WORLDWIDE DIALING CODES & TIME DIFFERENCES

| Country | Code | Time Difference |
|--------------------|----------------------|--------------------|
| Japan | 00 + 81 + Area Code | +7 hours |
| Jordan | 00 + 962 + Area Code | No time difference |
| Kenya | 00 + 254 + Area Code | +1 hour |
| Korean Republic | 00 + 82 + Area Code | +7 hours |
| Kuwait | 00 + 965 + Area Code | +1 hour |
| Lebanon | 00 + 961 + Area Code | No time difference |
| Lesotho | 00 + 266 + Area Cpde | No time difference |
| Luxembourg | 00 + 352 + Area Code | -1 hour |
| Malaysia | 00 + 60 + Area Code | +6 hours |
| Mauritius | 00 + 230 + Area Code | +2 hours |
| Mexico | 00 + 52 + Area Code | -8 hours |
| Morocco | 00 + 212 + Area Code | -2 hours |
| Mozambique | 00 + 258 + Area Code | No time difference |
| Namibia | 00 + 264 + Area Code | No time difference |
| Netherlands | 00 + 31 + Area Code | -1 hour |
| New Zealand | 00 + 64 + Area Code | +11 hours |
| Nigeria | 00 + 234 + Area Code | -1 hour |
| Norway | 00 + 47 + Area Code | -1 hour |
| Oman | 00 + 968 + Area Code | +2 hours |
| Pakistan | 00 + 92 + Area Code | +3 hours |
| Philippines | 00 + 63 + Area Code | +6 hours |
| Portugal | 00 + 351 + Area Code | -2 hours |
| Qatar | 00 + 974 + Area Code | +1 hour |
| Russian Federation | 00 + 7 + Area Code | +1 hour |
| Saudi Arabia | 00 + 966 + Area Code | +1 hour |
| Seychelles | 00 + 248 + Area Code | +2 hours |
| Singapore | 00 + 65 + Area Code | +6 hours |
| Spain | 00 + 34 + Area Code | -1 hour |

IN YOUR ROOM

WORLDWIDE DIALING CODES & TIME DIFFERENCES

| Country | Code | Time Difference |
|-----------------------------|----------------------|--------------------|
| South Africa | 00 + 27 + Area Code | GMT + 2 |
| Sri Lanka | 00 + 94 + Area Code | +3 hours |
| Sweden | 00 + 46 + Area Code | -1 hour |
| Switzerland | 00 + 41 + Area Code | -1 hour |
| Taiwan | 00 + 886 + Area Code | +6 hours |
| Thailand | 00 + 66 + Area Code | +5 hours |
| Turkey | 00 + 90 + Area Code | No time difference |
| Ukraine | 00 + 380 + Area Code | No time difference |
| United Arab Emirates | 00 + 971 + Area Code | +2 hours |
| United Kingdom | 00 + 44 + Area Code | -1 to -2 hours |
| United States of America | 00 + 1 + Area Code | -6 to -10 hours |
| Venezuela | 00 + 58 + Area Code | -6 hours |
| Zambia | 00 + 260 + Area Code | No time difference |
| Zimbabwe | 00 + 263 + Area Code | No time difference |




IN YOUR ROOM

DVD LIBRARY

We have a selection of movies available for your enjoyment during your stay. Please consult your DVD menu.

DVD OPERATIONS

DVD/MEDIA CONTENT SHARING OPERATION

- Using the TV remote, switch TV on using the red  button
- Using the DVD remote, switch the DVD player on using the left hand side red  button
- Using the source  button select:
- HDMI 1 for Media content sharing
- or
- HDMI 2 for DVD operation

To return to TV channels, press  and select TV

RADIO

* A selection of radio channels is available on your television and controlled by the television remote.

Channel 32 plays 94.7 Highveld Stereo – playing “Hit” Music.

Channel 33 plays 702 Talk Radio – a Johannesburg Talk Radio Station covering topical issues.

Channel 34 plays Classic FM – Classical Music.

BOSE ALARM CLOCK/ RADIO

A selection of radio channels are also available on the Bose system.

The system has an alarm clock feature and can also connect to your mobile device to share media via Bluetooth. For further assistance, please refer to the Bose guide located on the desk.

IN YOUR ROOM

SATELLITE TV CHANNEL GUIDE

The following channels are available in your room.

- | | |
|------------------------|--|
| 01 - SABC 1 | 19 - MTV MUSIC |
| 02 - SABC 2 | 20 - HISTORY |
| 03 - SABC 3 | 21 - DISCOVERY |
| 04 - E-TV | 22 - BBC LIFE |
| 05 - MNET | 23 - CNN NEWS |
| 06 - GRANSTAND | 24 - SKY NEWS |
| 07 - PSL | 25 - ENCA-NEWS |
| 08 - PREMIER LEAGUE HD | 26 - FLIGHT INFORMATION (AIRPORT SCREEN) |
| 09 - SS RUGBY | 27 - CCTV 4 CHINESE |
| 10 - SS CRICKET | 28 - RTP1 |
| 11 - SS GOLF | 29 - TV5 MONDE (AFRICA) |
| 12 - SS TENNIS | 30 - BVN (DUTCH) |
| 13 - SS MOTOSPORT | 31 - HIGHVELD STEREO |
| 14 - MOVIES 3 | 32 - 702 TALK |
| 15 - MOVIES 4 | |
| 16 - E MOVIES | |
| 17 - KIX | |
| 18 - DISNEY JUNIOR | |

HOTEL SERVICES

A LITTLE INFORMATION ABOUT THE HOTEL

The InterContinental Johannesburg O.R. Tambo Airport opened in March 2001 and is based on the culture and spirit of Africa. Inspired by influences such as world-renowned sculptor Brancuzi, artifacts and materials from various African countries were used to represent the landscapes, rock formations, sunsets and rainstorms, all of which are represented by the subtle use of line, form, texture and tone.

On entering the hotel, one is greeted by an open vista dominated by multiple downlights in the ceiling, symbolizing a starry African sky.

Moving into the lobby, one will notice an impressive wall displaying Zambian Makengi baskets traditionally used to mix dough to make bread. The wall is washed with soft glowing lighting that intensifies the display. The rugs in this area represent a tree when cut in half, symbolizing Africa as the oldest continent, which is displayed by the many patterned rings.

One of the most prominent features in the hotel is the huge sculpture next to Concierge desk. Consisting of a wood and wire feature designed by sculptor Karen Vermeulen, it is symbolic of African women being gatherers and providers.

Bamalaki stools, traditionally used by African chiefs and generals as seating or 'seats of kings', as they are known, serve as tables in the lounge.

Dogon doors from Mali, traditionally used to secure grain stores, decorate the bar area and a collage wall of customary African masks in Quills watch over the restaurant

HOTEL SERVICES

THE COMMISSIONAIRE'S HAT

Quills Restaurant boasts a unique 18-metre (60 foot) porcupine quill mobile. For the numerically minded there are approximately three thousand quills, and for the inquisitive, each quill was individually hand crafted and painted, rather than taken from a real porcupine. The cleverly lit display of ostrich eggs towards the bottom of Quills is a symbolic interpretation of the beginnings of life.

Upon arrival at the Hotel you may have noticed the conical hat worn by our Commissionaire. The Basotho hat is the national emblem of the Kingdom of Lesotho, a country entirely land locked by South Africa.

The common belief is that the shape of the hat was inspired by the conical Qiloane mountains visible from Thaba Tseka, which itself was the mountain fortress that was key to the establishment of the Kingdom of Lesotho.

In the early part of the twentieth century, chiefs began to wear a hat, which was the forerunner of the modern Mokorotlo. (Mokorotlo comes from the word "korotla" which means an expression of disagreement).

When a court case by two villagers was brought before the king or chief before giving the verdict the king or chief would take off the hat. The villagers then would know that the verdict was coming.

The Mokorotlo has been a long-standing feature of our Commissionaires and should you wish to take one home with you, please enquire at reception.

HOTEL SERVICES

PARKING FACILITIES

Guests may make use of our Valet Parking Service from the Porte Cochere drop-off point. Alternatively, parking is available in the airport self-park parkades behind the Hotel. Tariffs apply and are payable at the paystation in the parkade building.

BAGGAGE & LUGGAGE STORAGE FACILITIES

For collection of luggage from your room upon departure please dial 9 for Instant Service.

We regret that the hotel cannot store luggage overnight or for a period of time and we recommend that luggage remains securely locked as the Hotel cannot be responsible for the loss of luggage however caused.

The Hotel is able to assist with luggage required to be stored for collection on the same day. Please ensure that you receive a luggage tag, which will identify your luggage and will facilitate the release of luggage to the tag holder at a later stage.

A baggage storage facility is available in the airport for secure storage of luggage for an extended period of time.

The InterContinental Johannesburg O.R. Tambo does not accept cheques.

The following cards are accepted: American Express, Diners Club, MasterCard and Visa.

CREDIT CARDS & PAYMENTS

HOTEL SERVICES

BANKING & FOREIGN EXCHANGE FACILITIES

Bank services, including foreign exchange, are available within the airport terminals between 06h00 and 22h00, Monday through Sunday

*Opening times and available banking services vary from bank to bank. Please exercise caution when withdrawing money at ATM's.

Hotel residents may exchange nominal amounts of major foreign currencies at the Reception Desk with the provision of a valid passport. In accordance with South African Reserve Bank regulations monies may only be refunded in South African Rand.

MOBILE PHONE/ CELLPHONE CHARGERS

A selection of the more popular brand mobile phone chargers is situated in our Instant Service Centre. Should you wish for your phone to be charged please call for this service. In the interest of security we recommend you switch your phone off whilst we re-charge your phone battery. Your phone may only be returned to you in person. We may be able to assist in purchasing a new charger for you depending on the availability and time of day.

BUSINESS CENTRE

A 24-hour self-help business centre is located on the ground floor adjacent to the public restrooms. Entry is with your room key. Wireless printing is available in the business centre.

FAX & SECRETARIAL SERVICES

Please contact our Concierge by dialing 5424/5464 should you wish to send or receive a fax. The Hotels incoming fax number is +27 11 961 5401.

Other secretarial services are available upon request.

HOTEL SERVICES

EXECUTIVE BOARDROOMS & MEETING ROOMS

We have a variety of executive boardrooms and meeting rooms available for hire on the hotel's ground and Mezzanine levels. Please enquire by dialing 9.

POST & PARCEL SERVICE

Should you wish to send any parcels or post a letter please enquire at Concierge. Please take note that the South African Post Office can be unreliable and that the use of a recognized courier is recommended. Tariffs may apply. The Post Office is located in the terminal building and is open from 07h00 to 21h00 Monday to Friday and 07h00 to 20h00 on weekends and public holidays.

*Opening times may vary.

SMOKING POLICY

SMOKING POLICY

For your convenience, the hotel has both smoking and non-smoking bedrooms available. All public areas are deemed as non-smoking however a smoking lounge is available on the ground floor opposite the Business Centre.

CIGAR LOUNGE

We have a small cigar lounge on the ground floor opposite the Etosha meeting room and a selection of cigars is available from the humidor. Cigars may be purchased in Quills Restaurant and Bar.

AIRLINE INFORMATION

All airline offices are situated in the airport terminal buildings where flights can be booked and reconfirmed. Our Concierge may be able to assist with most requests.

CAR HIRE

Car rental agents are located within the main airport parkade building behind the Hotel.

HOTEL SERVICES

LIMOUSINE SERVICE

Limousine service is available upon request. Please contact our Concierge on 5424/5464.

LOST & FOUND

Please contact Instant Service for assistance, dial 9.

DOCTOR ON CALL

Please contact our Concierge desk should you require the services of a medical doctor. A doctor on call facility is available at a fee.

PHARMACY

A pharmacy is located in the domestic and international terminal and is open 06h00 to 22h00, Monday through Sunday.

*Opening times may vary.

DISABLED FACILITIES

The Hotel has one bedroom especially equipped for the disabled. Wheelchair accessible toilet facilities are available on the ground floor. Wheelchairs are also available upon request. A portable loop system and vibrating alarm are available for the hearing impaired.

BABY SITTER

A baby-sitting service can be arranged at a nominal fee. Please dial 9 for Instant Service. A minimum of 4 hours notice would be appreciated for this service.

SHOE CLEANING

Should you wish for your shoes to be cleaned please dial 9 for Instant Service. Alternatively you may display the "Please Clean Shoes" Card on your outside door handle. Please do not leave your shoes outside your door. The connotation is not familiar in South Africa and may be misconstrued.

LAUNDRY & DRY CLEANING SERVICES

A same-day, off premises, laundry and dry cleaning service is available Monday through Sunday. Kindly complete the laundry and valet slips in your wardrobe. For same day return please dial 9 for Instant Service and display the "Collect Laundry" card on the outside door handle before 08h00. Your laundry will be delivered to your room at approximately 18h30.

HOTEL SERVICES

PLACES OF WORSHIP & RELIGIOUS BOOKS

A list of churches, synagogues, temples and mosques with appropriate service times and directions is available upon request. Copies of the New Testament bible (English & Afrikaans), Bhagavad Gita, Tanach, Holy Qur'an & Teachings of Buddha are available for guests during their stay. Please do return them upon departure.

GYM & SWIMMING POOL

The gymnasium and heated indoor swimming pool are located on the 8th floor. The gym is restricted to those over the age of 16 years and is open 24 hours with access from your room key card.

The swimming pool is open from 06h00 to 21h00. A competent adult must accompany all children, non-swimmers and frail people since no lifeguard is present. All facilities are used at the patron's own risk.

Please use the pool towels provided in the pool area and make use of the adjacent changing facilities.

HEALTH SPA & STEAM ROOMS

The Health Spa is located on the 8th floor and offers various skin care therapies, massages, and body treatments. Open from 09h00 to 21h00, bookings are recommended. Please call 5430.

The steam rooms are located in both the ladies and gents locker rooms.

MISCELLANEOUS REQUIREMENTS FOR YOUR COMFORT

Instant Service are able to supply the following upon request, tariffs may apply; Baby Cots, High Chairs, Flower Vases, Hangers, Hot Water Bottles, Humidifiers, Air Purifiers, Luggage Racks and Cushions.

COMPLAINTS

A manager is on duty 24 hours per day. Should you, at any time during your stay, wish to bring any concerns to our attention please dial 9 and you will be transferred to the Duty Manager.

HISTORY, GEOGRAPHY & CLIMATE

Johannesburg is the largest financial, commercial and industrial city in Sub-Saharan Africa. The city covers an area of 1,645 square kilometers or 635 square miles (London 1590 sq. kms, City of New York 786 sq. kms) and has approximately 8 million inhabitants in the Greater Johannesburg Metropolitan area.

The region surrounding Johannesburg was originally inhabited by San tribes. By the 1200's, groups of Ntho people started moving southwards from central Africa and encroached on the indigenous San population. White boers started entering the area from the Cape Colony after 1860. Gold was discovered in the 1880s and triggered the gold rush.

Johannesburg is located in the eastern plateau area of South Africa known as the Highveld and is 1,753 metres above sea-level (5 751 ft). The city enjoys a dry, sunny climate, with the exception of occasional late afternoon downpours in the summer months of October to April.

Temperatures in Johannesburg are usually mild due to the city's altitude. The average maximum daytime temperature in January is 26°C, dropping to an average maximum of around 16°C in June. Winter is the sunniest time of the year, with cool days and cold nights. The temperature occasionally drops to below freezing at night.

Despite the relatively dry climate, Johannesburg has over ten million trees, and it is now considered the biggest man-made forest in the world. Many trees were originally planted in the northern areas of the city at the end of the 19th century, to provide wood for the mining industry.

HISTORY, GEOGRAPHY & CLIMATE

WEATHER AVERAGES FOR JOHANNESBURG

| Month | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Year |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| Average Day | 26 | 25 | 24 | 22 | 20 | 16 | 17 | 20 | 22 | 24 | 25 | 25 | 22 |
| °C (°F) | (79) | (77) | (75) | (72) | (68) | (61) | (63) | (68) | (72) | (75) | (77) | (77) | (72) |
| Average Night | 15 | 14 | 13 | 10 | 8 | 4 | 4 | 7 | 9 | 11 | 13 | 14 | 10 |
| °C (°F) | (59) | (57) | (55) | (50) | (46) | (39) | (39) | (45) | (48) | (52) | (55) | (57) | (50) |
| Precipitation | 130 | 110 | 100 | 40 | 10 | 20 | 10 | 10 | 40 | 80 | 120 | 110 | 780 |
| mm (inches) | (7.93) | (6.71) | (6.10) | (2.44) | (0.61) | (1.22) | (0.61) | (0.61) | (2.44) | (4.88) | (7.32) | (6.71) | (47.59) |

JOHANNESBURG ATTRACTIONS

MANDELA MUSEUM

The Mandela Museum in Soweto is housed in what was once the home of Nelson Mandela, the world's most famous political prisoner and South Africa's former president. Soweto was an important locus of the struggle against apartheid, and Mandela's house seems an appropriate site for a museum that charts the long, hard-fought path to democracy.

8115 Ngakane Street, Orlando West, Soweto.
Tel: (011) 936-7754
Open: Every day from 10h00 to 16h30.

CONSTITUTION HILL MUSEUM

Constitution Hill, the site of Johannesburg's notorious Old Fort Prison complex include the Old Fort, Number Four (the infamous black men's prison) and the adjacent Constitutional Court, the highest court in the country. Here visitors can attend hearings and view an impressive art collection. The old prison cells, once incarcerating Mahatma Gandhi and Nelson Mandela have been converted into an interactive museum with an audiovisual system that shows footage of former prisoners recounting their experiences.

Corner Kotze and Hospital Streets, Braamfontein
Tel: (011) 381-3100
www.constitutionhill.org.za
Open: Monday-Friday 09h00 to 17h00.
Tours every half an hour. Last tour departs at 16h00
except Wednesday when last tour departs at 13h00
Saturdays, Sundays and Public Holidays 10h00 to 15h00

JOHANNESBURG ATTRACTIONS

CULTURAL AND HISTORICAL MUSEUMS

APARTHEID MUSEUM

Almost all museums are closed Good Friday and Christmas Day and on occasional public holidays. Ask our Concierge to call ahead and for any further assistance such as bookings.

Apartheid Museum, which opened in 2001, offers a multi-media, multi-sensory walk through the history of apartheid, crafting a dramatic and moving experience for the museum's visitors. Tickets indicate whether you will be classified as "white" or "non-white"; footage of police vehicles driving through the township can be viewed from a Casspir vehicle itself, and 121 nooses hang from the roof, representing political prisoners executed during the apartheid years. The experience, however, is largely audiovisual. Film and video footage collected from around the world documents the history of South Africa under apartheid - from the building of Afrikaner nationalism and life in the townships, to black and white resistance to this iniquitous system.

Corner Northern Parkway and Gold Reef Rd, Ormonde.

Tel: (011) 309 4700

www.apartheidmuseum.org

Open: Monday to Sunday, 09h00 to 17h00.

The museum is named after one of the first casualties of the march through Soweto on 16 June 1976, when police were ordered to shoot at a crowd of demonstrating students. Sam Nzima's photograph of the mortally wounded Hector Pieterson carried by a horrified youngster and his wailing sister came to symbolize the contribution of the youth to the liberation struggle.

8288 Khumalo Street, Orlando West, Soweto. Tel: (011) 536-0611

Open: Monday to Saturday from 10h00 to 17h00, Sunday from 10h00 to 16h30.

HECTOR PIETERSON MUSEUM

JOHANNESBURG ATTRACTIONS

HISTORICAL GOLD MINE & THEME PARK GOLD REEF CITY

Gold Reef City is a re-creation of turn-of-the-century Johannesburg, which was flooded by prospectors after the discovery of gold in 1886. With its Victorian houses and geological displays, it offers many fascinating insights into the life in Johannesburg long before the technological age. In the centre of Gold Reef City stands Shaft No. 14, opened in 1887 and closed after 84 years of operation in 1971. Underground tours take visitors 400 metres (700 feet) beneath the surface to see original mining techniques as well as more modern methods. Back on the surface you can watch gold being poured.

Ormonde, 5km south of the city centre. Off the Xavier Street exit of the N12 or the Booysen's exit of the M2 West.

Tel: (011) 248-6800

www.goldreefcity.co.za

Open Tues - Sun 09h30 to 17h00.

Closed Christmas Day.

ART GALLERIES JOHANNESBURG ART GALLERY

The collection of the city's major public art spans international artists such as Rodin, Picasso and Henry Moore, to South Africans such as Sekoto, Batisse and Piemeef. It also houses an extensive collection of the work of contemporary local artists. Guided tours are conducted on request but booking is required.

Klein Street, Joubert Park.

Tel: (011) 725-3130

www.friendsofjag.org

Open: Tuesdays to Sundays, 10h00 to 17h00.

JOHANNESBURG ATTRACTIONS

THE ABSA BANK GALLERY

Absa Bank's head office in the city centre, houses a gallery containing up to 20 000 works - believed to be the largest corporate art collection in the world.

160 Main Street, Absa Towers North, Johannesburg.
Tel: (011) 350-5793
www.gauteng.net / joburg.co.za
Open: Mondays to Fridays, 09h30 to 15h30.

STANDARD BANK GALLERY

Since its opening in 1990, this gallery has become home to one of South Africa's biggest corporate and African art collections. The gallery also hosts exhibitions of local and European contemporary artists.

Standard Bank Centre
Corner Simmons and Frederick Streets, Johannesburg.
Tel: (011) 631-1889
www.standardbankgallery.co.za
Open: Mondays to Fridays: 08h00 to 16h30, Saturdays 09h00 to 13h00.

ROSEBANK AFRICAN CRAFT MARKET

See and buy craftwork and curios from all over Africa including pieces from Zimbabwe, Namibia and the Congo.

33 Bath Avenue, Rosebank Mall, Rosebank.
Tel: (011) 880-2906
www.rosebankmall.co.za
Open: Monday-Thursday from 09h00 to 18h00.
Friday 09h00 - 19h00
Saturday/Sunday/Public Holidays 09h00 - 17h00

JOHANNESBURG ATTRACTIONS

SHADES OF NGWENYA GLASS VILLAGE

Shades of Ngwenya Glass Village offers visitors the chance to buy handmade recycled glassware or watch the art of glass blowing in action. There are 12 shops to browse around and you can have breakfast or an al fresco lunch in the restaurant, Zest and enjoy a draught from Gilroy's Micro brewery.

Shady Lane Off Diepsloot R114, Muldersdrift.

Tel: (011) 796-3000

www.shadesofngwenya.co.za

Open: Everyday from 08h30 to 16h30.

MAROPENG AND THE CRADLE OF HUMAN- KIND WORLD HERITAGE SITE

Maropeng means "returning to the place of origin" in Setswana, the main indigenous language in this area of South Africa. The Cradle of Humankind is the birthplace of humanity. Our ancestors have lived in this area for more than 3-million years.

A massive burial mound signals the Tumulus, the entrance to the Maropeng Visitor Centre, an exciting, world-class exhibition, focusing on the development of humans and our ancestors over the past few million years.

Early humans and their ancestors came to the Maropeng area to use the local rocks for tool-making as they pursued a hunter-gatherer way of life. The Cradle of Humankind was declared a World Heritage Site in 1999 because of the area's exceptional contribution to our understanding of humankind's history and development.

All together, there are 15 major fossil sites in the Cradle of Humankind, of which the Sterkfontein Caves is the most famous. The fossils "Mrs Ples" and "Little Foot" were both discovered here, as well as thousands more fossils of hominids, which are human ancestors, as well as those of plants and animals.

JOHANNESBURG ATTRACTIONS

THE SOUTH AFRICAN LIPPIZZANERS

The oldest hominid fossils from the Cradle are more than 3-million years old and belong to the genus Australopithecus. After Australopithecus came the genus Homo, to which we humans, Homo sapiens, belong. R400, just off the R563 Hekpoort Road.

Tel: (014) 577-9000

www.maropeng.co.za

Open: Daily 09h00 to 17h00

The oldest human bred horse in the world, ancestors of the Lipizzaners, have been traced to Carthaginian and Roman horses at the time Julius Caesar was Emperor of Rome.

The history of the Lipizzaner horse is linked with an umbilical cord to the famous Spanish Riding School in Vienna. The School dates back 430 years to the revival of the 'Haute École d'Équitation' at the end of the 15th and beginning of the 16th centuries, as the Renaissance was sweeping through the royal courts of Europe.

In 1944 a select few Lipizzaners were rescued from war-torn Austria and brought to South Africa by Count Jankovich-Besan. The stallions at Kyalami are direct descendants of those horses and their predecessors.

The South African Lippizzaners have earned the honour of being the only performing Lippizzaners outside Vienna recognised by and affiliated to the Spanish Riding School and a close association is maintained between the two establishments. Regular Sunday morning shows.

TOURS & EXCURSIONS

BILL HARROP'S BALLOON SAFARI

1 Dahlia Road, Kyalami.
Tel: (011) 702-2103, 072 542 5628 or 082 457 9725
www.lipizzaners.co.za
Open: Sundays, show at 10h30.

It's sunrise and the silence of your balloon safari is punctuated only by the occasional blast of the powerful burners and the faint call of a bird or animal far beneath. The thrill is indescribable - ballooning truly is something really different and special and Bill Harrop's pilots make the difference!

Sip fine champagne while hovering gently above the tree-tops of the beautiful Magalies River Valley, or drifting majestically high above the Magaliesberg mountain range. This region boasts some of the best ballooning weather in the world so you are unlikely to be disappointed. After landing, savour a champagne ballooning breakfast at the charming, country balloon safari base, and contemplate your flight.

R560, Steerpoort, 2146
Tel: (011) 705-3201
www.balloon.co.za

THE LION PARK

The Lion Park offers terrific close up views and interactions with a large variety of predators and large herbivores indigenous to Africa. The Lion Park is home to over 80 Lions including rare white lions and many other carnivores such as Cheetah, wild dog, brown hyena, striped hyena, jackal and a wide variety of antelope that roam freely in the area. Please remember to keep your vehicle windows closed when driving through the lion enclosures.

Get to eye level with a tame giraffe at their giraffe feeding platform and then

TOURS & EXCURSIONS

ORLANDO TOWERS BUNGEE JUMP

PILANESBERG NATIONAL PARK

there is the popular cub interaction which allows guests to touch the cubs and take photographs.

Corner Malibongwe & R114, Lanseria
Tel: (011) 691-9905
www.lion-park.com

Experience the World's first Bungee Jump between 2 Cooling Towers which are the largest landmark in Soweto. The towers were originally build for the Orlando Power Station, the most advanced facility in the Southern hemisphere in its day. Although the facility is no longer in operation, you can still make use of the towers for the most exhilarating view of Soweto. You have the option to either bungee jump between the towers, power swing out towards the Orlando dam or jump inside the tower in the internal swing cable. For those not so adventurous a viewing platform is available - the ideal spot for a 360 degree view of Soweto, as well as the perfect place to watch the jump activities.

Dynamo Street cnr Old Potch Road, Orlando, Soweto
Tel: (011) 345-5114
www.orlandotowers.co.za

Whilst not exactly in Johannesburg The Pilanesberg Game Reserve in the Bojanala Region of the North West Province is the fourth largest in South Africa and covers an area of 55 000 hectares. Situated 160 kilometres drive from the Hotel the crater of a long extinct volcano is the setting of Pilanesberg Game Reserve, a fascinating alkaline complex produced by volcanic eruptions some 1300 million years ago and one of the largest volcanic complexes of its kind in the world.

TOURS & EXCURSIONS

The Game Reserve exists within the transition zone between the dry Kalahari to the west and wetter Lowveld vegetation, commonly referred to as “Bushveld” to the east. Unlike any other large park, unique overlaps of mammals, birds and vegetation occur because of this transition zone. Today the Pilanesberg National Park accommodates virtually every mammal of Southern Africa. Also home to the Big Five - Lion, Leopard, Buffalo, Rhino and Elephant.

There are nearly 200 kilometres of excellent quality roads which means you can either self-drive or take a guided drive. Professional guides operate within the park. Numerous hides and scenic picnic sites allow for “out-of-car” experiences.

Tel: (014) 555-1600

www.pilanesberg-game-reserve.co.za

GENERAL GUIDELINES

SOME USEFUL INFORMATION

BUSINESS CUSTOMS

Here are a few tips and information about general items you may encounter.

Business customs in South Africa are generally similar to those in the United States and the United Kingdom.

Business people tend to dress conservatively but informal dress is not uncommon. The “double” handshake is a custom of native South Africans and is usually reserved for less formal and familiar situations, however a light, warm handshake is an acceptable form of greeting when you meet and when you leave.

South African business people can be informal in their approach. Small talk is important and takes place both before and during a meeting, as South Africans like to get to know individuals better before entering into a business relationship. Direct eye contact is also important. Business transactions may require a great deal of bargaining and can take more time than in other countries.

The local currency is the South Africa Rand (R), divided into 100 cents (c). Your currency can be exchanged into rand either at banks or foreign exchange bureaus. It is important to note the vast majority of South African retail, entertainment and other facilities only accept Rand as payment.

All major credit and charge cards are widely accepted (however American Express and Diners Club is less prevalent than MasterCard and Visa). Most banks can issue cash of a credit card. Credit and bank cards can also be used at automatic teller machines (ATMs) for cash withdrawals.

CURRENCY & BANKING

GENERAL GUIDELINES

Banking hours are from 09h00 to 15h30 on weekdays, and 09h00 to 11h00 on Saturdays. Expect to be searched before entering the bank.

ATMs are numerous and can be found at most shopping malls as well as at 24-hour fuel stations. Most ATMs accept a variety of international banking cards.

DISTANCE BETWEEN CITIES

| Distances from Johannesburg to: | Kilometers | Miles |
|------------------------------------|------------|-------|
| Bloemfontein | 394 | 246 |
| Cape Town | 1393 | 871 |
| Colesberg | 625 | 388 |
| Durban | 566 | 353 |
| East London | 943 | 589 |
| George | 1163 | 727 |
| Harrismith | 270 | 168 |
| Kimberley | 475 | 297 |
| Nelspruit | 358 | 224 |
| Pietermaritzburg | 503 | 315 |
| Polokwane | 331 | 207 |
| Port Elizabeth | 1048 | 655 |
| Pretoria | 63 | 39 |
| Queenstown | 780 | 485 |
| Richards Bay | 595 | 370 |
| Rustenburg | 120 | 75 |
| Saldanha | 1459 | 912 |
| Skukuza (Kruger Park) | 466 | 291 |

GENERAL GUIDELINES

DRIVING IN SOUTH AFRICA

South Africa's roads are generally good and well signposted. Driving behaviour varies widely and it is wise to drive defensively at all times. Drivers must have a valid driver's licence (which carries a photograph and is either printed or authenticated in English) or an international driver's licence. South Africans drive on the left. In general the speed limit on highways is 120km/h, 60km/h in built-up areas and 100km/h elsewhere. Road signs will indicate speed limits.

Some driving tips:

- Fuel is payable in cash. Credit cards are accepted at some fuel stations. Fuel is pumped and is not self-service. A nominal tip of R2 to R5 is normal.
- It is a legal requirement to keep your driver's licence with you at all times whilst driving.
- Beware of pedestrians and animals on both urban and rural roads including highways (motorways).
- Some vehicles are not roadworthy and on occasion may drive or breakdown without adequate lighting. Take care especially at night.
- Road maps indicate National Routes (Motorways/highways) in blue. Outside of main cities there is no uniformity with regards to road size, surface or safety features such as lighting or emergency help.
- Overtaking on highways happens both on the left and right. South Africans drive very close behind, and to the sides of other motorists. Check your blind spots before making a manoeuvre.
- On occasion debris is left on the road at night. Do not stop to inspect your vehicle if you hit such debris but rather drive on to the nearest public place such as a fuel station or police station.
- Bribery is illegal and frequent. Desist from this practice and do not offer bribes.

GENERAL GUIDELINES

- Driving under the influence of alcohol or drugs is illegal and not advised.
- Many drivers are unsure of the rules concerning Traffic Circles (roundabouts) and caution must be exercised.
- Robots (traffic lights) fail frequently and if power is still supplied to the lights they flash red. In this instance treat the intersection as a four-way stop, where the motorist that arrives and stops first has the right of way. Two, three and four-way stops are far more predominant than traffic circles.
- Johannesburg can experience frequent and severe downpours in summer (October through April). Surface water does not often drain quickly enough and poses a hazard. In winter months (May through September) veld fires (bush fires) occur on and next to roads. Where smoke crosses over the road slow down when approaching. Visibility can be severely reduced.

HAZARDS - MALARIA & SUNSTROKE

Please note that a malaria risk exists in a few regions outside the urban areas, primarily in the north-eastern part of the country. Check local information before you travel.

The South African sun is very harsh and we recommend the use of sun block or sunscreen. A minimum factor of 15 to 40 is recommended. Consult a pharmacist for more detail.

INTERNET

Internet access in South Africa is expensive compared to most Western Countries. Few hotels provide free Internet access and foreign Internet users will notice the slower speed, hampered in the short term by national infrastructure.

GENERAL GUIDELINES

LANGUAGE

Although South Africa has 11 official languages, English is the language of business and visitors will be able to access all services and facilities in English.

MEDICAL AND HEALTH SERVICES

South Africa boasts world-class hospitals. Visitors are encouraged to obtain medical travel insurance from a reputable organization, as private health care is only accessible on a cash basis or upon producing medical travel insurance. State health facilities, although more affordable than private health care, still require payment. We only recommend these where no alternative is available within an acceptable distance, depending on the nature of injury or illness.

MOBILE PHONES

Cellular telephones are widely used and network coverage is widespread except when travelling between hubs in outlying or rural areas.

PUBLIC HOLIDAYS

South African Public Holidays

| | |
|------------------|-----------------------|
| 1 January | New Year's Day |
| 21 March | Human Rights Day |
| March / April ** | Good Friday |
| March / April ** | Family Day |
| 27 April | Freedom Day |
| 1 May | Workers Day |
| 16 June | Youth Day |
| 9 August | National Women's Day |
| 24 September | Heritage Day |
| 16 December | Day of Reconciliation |
| 25 December | Christmas Day |
| 26 December | Day of Goodwill |

GENERAL GUIDELINES

TAX

Overseas visitors taking goods out of South Africa are able to reclaim the VAT for these goods at Vat Reclaim offices in Johannesburg, Durban and Cape Town airports. Reclaiming VAT is only applicable for goods that you are able to produce at the airport and not for any services. When purchasing your products you should request a tax invoice.

TIME DIFFERENCES

South Africa has one time zone for the whole country and it is GMT+2. There is no daylight saving time. A comprehensive listing of time differences can be found in the Worldwide Dialing Code Section under the In-Room Section.

TIPPING IN RESTAURANTS

Tipping in restaurants is expected and not generally included in the bill. A 10 to 15% tip is adequate and appreciated. Porters anticipate a tip of R5 a bag.

WATER

Tap water is safe to drink throughout South Africa and bottled water is widely available.

SHOPPING

HYDE PARK CORNER

Hyde Park Shopping is located in the heart of Johannesburg's affluent northern suburbs and offers 130 leading speciality retailers. We recommend Hyde Park Shopping for upmarket international brands, particularly fashion.

Jan Smuts Avenue, Hyde Park
Tel: (011) 325-4340
www.hydeparkshopping.co.za

MELROSE ARCH

We recommend Melrose Arch for urban lifestyle living with high street shopping, exclusive shops and a variety of restaurants, open spaces, secure public spaces and sidewalk cafes. Don't miss Moyo restaurant.

Melrose Boulevard
Off Corlett Drive and Athol Oaklands Road
Tel: (011) 684-0000
www.melrosearch.com

NELSON MANDELA SQUARE

From designer boutiques and world-class cuisine to local curios and cosy coffee shops, the Square encapsulates Euro-African lifestyle. Take in a show at the Liberty Theatre on the Square, cast your eye across works of art in one of the galleries or simply sit back and enjoy a meal at one of many renowned restaurants whilst watching life in the piazza unfold.

Rivonia Road, Sandton
Tel: (011) 217-6045/6
www.sandtonsquare.com

SHOPPING

SANDTON CITY

The premier shopping centre in Southern Africa, Sandton City is a delight of uniquely local flavour interwoven with contemporary global flair. Considered the hub of tantalising trends and enticing elegance - the place to meet, to shop, to be seen. Cosmopolitan and zesty, Sandton City is located in Sandton's prestigious CBD and offers an exclusive shopping and entertainment experience in breathtaking surroundings. The Diamond Walk plays host to high street brands such as Gucci, Jimmy Choo, Prada and Louis Vuitton to name but a few. With Nelson Mandela Square within safe walking distance we recommend Sandton City for a shopping and eating experience. An easy trip on the Gautrain will get you there.

Corner Sandton Drive and Rivonia Road, Sandton
Tel: (011) 883 2011 / 217 6000
www.sandtoncity.com

EASTGATE SHOPPING CENTRE

Ideally situated within easy distance of the O.R. Tambo International Airport and the Johannesburg city centre, Eastgate houses over 250 stores. We recommend Eastgate Shopping Centre for any last minute gifts or travel necessities.

Bradford Road, Bedfordview
Tel: (011) 616-2209
www.eastgateshopping.co.za

SHOPPING

THE MALL OF ROSEBANK

Enjoy the sophisticated, tranquil and decidedly cosmopolitan atmosphere at The Mall of Rosebank. Distinctly African it offers a little something for every discerning taste. The unforgettable African Craft Market, complimented by the Sunday Rooftop Flea Market, adds a unique aspect to the shopping experience that spans an entire continent of cultures and passions. Aside of the two markets you can also take in the African Toyshop in Parkhurst, just a short drive away. Dinner or lunch (closed Saturday) at The Grillhouse (also known as Katzy's) in the nearby Firs Shopping Mall is recommended.

Corner Cradock Road and Baker Road, Rosebank
Tel: (011) 788-5530
www.themallofrosebank.co.za

REVEILLON

Located within the hotel on the ground floor, Reveillon offers a wealth of knowledge and experience in the diamond industry. Come and view a collection of locally designed jewellery pieces, loose stones and unique curios.

SHOPPING

NGUNA

View the most exquisite African artefacts collections. Each item sourced by Nguna has a personal history. Meticulously sourced from across the African continent, an abundance of hand crafted items await the discerning buyer.

The Pivot, Montecasino
Block C, first floor
No 1 Montecasino blvd
www.jewelafrica.com

EMBASSIES & CONSULATE OFFICES

Angolan Embassy

1030 Schoeman Street
Hatfield 0083

Phone: (012) 342-0049

Fax: (012) 342-7039

Australian Consulate General

The Forum, 10th Floor
Corner Maude and 5th Street
Sandton 2196
Johannesburg

Phone: (011) 911-4500

Fax: (011) 784-0446

Botswana Consulate General

2nd Floor, Future Bank Building
122 De Korte Street
Braamfontein 2017
Johannesburg

Phone: (011) 403-3748

Fax: (011) 403-1384

Canadian High Commission

Cradock Place, 1st Floor,
10 Arnold Road,
Rosebank
Johannesburg

Phone: (011) 442-3130

Fax: (011) 442-3325

EMBASSIES & CONSULATE OFFICES

Chinese Embassy

972 Pretorius Street
Arcadia 0083
Pretoria

Phone: (012) 342-4194

Fax: (012) 342-4154

Embassy of France

250 Melk Street
Nieuw Muckleneuk 0181
Pretoria

Phone: (012) 425-1600

Fax: (012) 425 1609

German Embassy

180 Blackwood Street
Arcadia 0083
Pretoria

Phone: (012) 427-8900

Fax: (012) 343-9401

India Consulate General

No. 1 Eton Road
Corner Jan Smuts Avenue & Eton Road
Parktown 2193
Johannesburg

Phone: (011) 482-8484/6

Fax: (011) 482-8492

EMBASSIES &
CONSULATE
OFFICES

Italian Embassy

796 George Avenue
Pretoria

Phone: (012) 423-0000

Fax: (012) 430-5547

Malaysian High Commission

No. 1007, Schoeman Street
Arcadia 0083
Pretoria

Phone: (012) 342-5990/3

Fax: (012) 430-7773

Mauritian Embassy

1163 Pretorius Street
Hatfield 0083
Pretoria

Phone: (012) 342-1283

Fax: (012) 342-1286

Namibian High Commission

197 Blackwood Street
Arcadia 0083
Pretoria

Phone: (012) 481-9100

Fax: (012) 344-5998

EMBASSIES &
CONSULATE
OFFICES

Royal Netherlands Embassy

210 Queen Wilhelmina Avenue
New Muckleneuk 0181
Pretoria

Phone: (012) 425-4500

Russian Federation Embassy

316 Brooks Street
Menlo Park 0001
Pretoria

Phone: (012) 362-1337/8

Fax: (012) 362-0116

Singaporean High Commission

980 Schoeman Street
Arcadia
Pretoria

Phone: (012) 430-6035

Fax: (012) 342-4425

Spanish Embassy

Lord Charles Building
337 Brooklyn Road,
Pretoria

Phone: (012) 460-0123

Fax: (012) 460-2290

EMBASSIES &
CONSULATE
OFFICES

United Arab Emirates Embassy

980 Park Street

Pretoria

Phone: (012) 342-7736 & (012) 342-7739

Fax: (012) 342-7738

British High Commission

255 Hill Street

Arcadia 0002

Pretoria

Phone: (012) 421-7500

Fax: (012) 421-7555

U.S. Embassy

1 Sandton Drive

Sandhurst

Phone: (011) 290-3000

Fax: (011) 884-0396

Zambian Embassy

1159 Ziervogel Street

Off Hamilton Street

Arcadia

Pretoria

Phone: (012) 326-1847

Fax: (012) 326-2140

EMBASSIES &
CONSULATE
OFFICES

Zimbabwean Embassy

Zimbabwe House
798 Merton Street
Pretoria

Phone: (012) 342-5125

Fax: (012) 342-5126

FOOD & DRINK

QUILLS RESTAURANT & COCKTAIL BAR CONTEMPORARY SOUTH AFRICAN

Quills Restaurant & Cocktail Bar, situated on the groundfloor of the Hotel is open 24 hours per day serving breakfast, contemporary lunches and à l'arte dinner. South African produce is our speciality and we serve a variety of game meat. Matched with some outstanding local wines we are certain that we will create a lasting impression of Johannesburg. Sitting amongst the beautiful indigenous plants and trees on the outside terrace is the perfect place for sundowners and al fresco lunches. Miles away from the hustle and bustle of the airport yet close enough to walk.

Ground Floor, InterContinental Johannesburg O.R. Tambo Airport
Hotel Reservations - dial 5439 from your room telephone.
Quills never closes

In addition to our restaurant Quills, herewith some of our local favourites. Most are located in Sandton but they are worth the travel. Should you wish to make a booking please contact our Concierge.

The Butcher Shop & Grill celebrates an intrinsic part of our national culture. South Africans are devoted meat eaters, particularly when it comes to the tradition of braaivleis (barbeque) and biltong.

Situated on Nelson Mandela Square it is a popular meeting place for locals and tourists alike. Relax in the warmth of the South African sunshine and hear the softly splashing fountains in the square by day, or watching the lights glistening on the wet flagstones by night.

Nelson Mandela Square, Sandton

No children under 14 years. Booking Essential

Dress Code: Smart Casual. Open Daily.

THE BUTCHER SHOP & GRILL SOUTH AFRICAN MEAT & GAME SPECIALIST

FOOD & DRINK

PIGALLE RESTAURANT

The warm interior of Pigalle Bedfordview is opulent and refined with comfort. African hues can be seen in the use of cowhide, ostrich leather and crocodile skin. Pigalle is renowned for outstanding seafood and shellfish dishes but the menu includes something for everyone. Delicious poultry and meat selections complete the menu.

Pigalle Bedfordview Shop 36 Village View Shopping Centre
cnr Kloof & Van Buuren Road
Tel: (011) 450 2242
www.pigallerestaurants.co.za

MOYO PAN-AFRICAN

Moyo offers eclectic all-African dining and entertainment in a captivating venue set over five levels, intricately connected and always inquisitive. Great live entertainment from African performers and a true taste of the Continent.

Melrose Arch
Tel: (011) 684-1477
www.moyo.co.za
Dress Code: Relaxed, Smart Casual
Open Daily 12h00 to 23h00

FOOD & DRINK

MARBLE RESTAURANT MARBLE MEAT & FLAME ENTHUSIASTS

Marble is a celebration of quintessential South African fare and cooking on fire. Marble embodies South Africans' love of cooking with fire, a quality that makes our food culture different from the rest of the world, David Higgs.

Situated in Keyes Art Mile, the growing art and food hub of Rosebank, Marble Restaurant will boast a grand wood-fired grill imported from Grill Works situated in Michigan as the focal point of the restaurant. The concept combines the open-fire trend seen internationally with an added dose of good South African flair.

Trumpet on Keyes,
Corner Keyes & Jellicoe Avenue, Rosebank
Tel: (011) 594-5550
www.marble.restaurant.co.za
Dress Code: Smart Casual
Open Daily: 12:00 to 22:00

SAFETY & SECURITY GUIDELINES

SECURITY & SAFETY TIPS

GUIDELINES

South Africa is an exciting and vibrant country to visit with many places to see and many things to do. Crime is however an issue for which this country is infamous. That being said, South Africa and its cities are not that much different than any other large city in the world when you are being subjected to its criminal element, it is just that minor crimes are often associated with high levels of violence.

Therefore, remain attentive and alert to ensure that you do not become a victim of crime due to complacency.

Following these safety guidelines will reduce the risk of becoming a victim of crime.

Whilst it is extremely unlikely you will encounter any of the circumstances below we provide you with this information with your utmost well-being forefront in our minds.

- Do not carry large sums of money - only an amount sufficient for your immediate needs. If possible, make purchases with credit or debit cards or travelers cheques. If you do have large amounts of cash, lock it away in your hotel safe.
- If you must withdraw cash from an ATM, NEVER accept help from strangers. Avoid withdrawing cash at night and if possible, take someone with you.
- Ladies, use your purse or handbag strap and put it around your shoulder/neck and keep it in front of you, not to your side or back. In a public place, do not hang your bag to the back of a chair.

SAFETY & SECURITY GUIDELINES

- Be wary of people who approach you asking for information or offering you something - maintain a safe distance and in general do not deal with these people. Do not be rude but do be firm with your responses. Maintain eye contact during your discussion.
- Do not walk in the city or countryside at night unless you are well aware of the area in which you intend to walk. Whether walking or driving, inform someone of your destination beforehand and call him or her upon arrival.
- Never use the local minibus taxis. If you need a taxi then ask the concierge for a recommendation.
- If driving, ensure that your possessions, especially a purse, or handbag are placed in the trunk of your vehicle or at least on the floor of the vehicle. Keep cellphones out of visibility. This will reduce the risk of being a victim of a smash and grab.
- Do not wear extravagant jewellery in public. Do not show your wallet, cash, phone, and camera etcetera while walking or getting out of a vehicle.
- Do not resist any robbery attempt, as the perpetrator usually will have a weapon and normally is not alone. Give up your purse or valuables and move away by backing up if possible. Do not turn your back on them. Do not make any fast moves at this time and keep your hands visible. Avoid eye contact.

SAFETY & SECURITY GUIDELINES

- Close your hotel room door securely and use locks provided. Do not open your hotel room door to anyone you do not know or are not expecting.
- When attending or returning to your hotel late at night, get dropped off at the main entrance and use only the main entrance.
- Hi-jacking (Car-jacking) is a very real issue here. Always lock your vehicle doors and windows. In the unlikely event you are a victim of hi-jacking avoid eye contact, listen to what the hi-jacker wants from you, remove your safetybelt slowly with your left hand keeping the other hand on the steering wheel, do not make rapid movements and do not resist handing over the vehicle and valuables. The hi-jacker will be armed.
- South Africa has a high rate of HIV/AIDS infection, therefore, if you are subjected to a situation in which you may come in contact with other people's bodily fluids, please take all appropriate precautions and seek medical attention immediately.

Please remember that these guidelines are not only limited to South Africa but is rather a good working practice wherever you may travel or even while living in your own hometown or city.

EMERGENCY

FIRE EMERGENCY

InterContinental Johannesburg O.R. Tambo Airport has a comprehensive fire detection and sprinkler system that continuously monitors the entire building.

The Fire System is checked monthly and evacuation drills take place frequently. In the event of ANY fire alarm we advise that you follow evacuation instructions.

Fire instruction notices are located on the back of your room door. We strongly advise that upon arriving in your room you familiarize yourself with the location of the nearest fire exits in relation to your room.

DISCOVERING A FIRE

In the event of discovering a fire, activate the nearest "Break Glass Alarm". Should time allow dial 5555 or 9 from the nearest telephone and report the location of the fire, using the nearest room number as a reference. Do not attempt to fight the fire, but exit via the nearest Fire Escape and proceed promptly to the designated Assembly Point in front of the Hotel. Wait at this Assembly Point until instructed otherwise.

UPON HEARING AN ALARM

We advise all guests to evacuate the building upon hearing the fire alarm warning. Do not wait to hear if it is a test. Follow all instructions by fire marshals or emergency personnel.

Upon an alarm sounding the Hotel shall dispatch a fire investigation team. If there is a need to evacuate, the fire alarm shall ring continuously and instruction will be given to evacuate the building.

EMERGENCY

EVACUATION OF THE HOTEL

Upon hearing the fire alarm or instruction to evacuate, you must leave the building immediately using the nearest fire exit and proceed promptly to the designated Assembly Point in front of the Hotel. Do not bring any belongings other than warm clothing. Wait at this assembly point until instructed otherwise.

GENERAL EMERGENCY

In the event of any emergency please dial 5555 or 9 from the nearest telephone. Staff shall be on hand to assist or call emergency services.

FIRST AID

Should you require First Aid kindly call Instant Service who shall locate the nearest Hotel First Aid representative.

The nearest private hospital Arwyp is 8 kilometers from the Hotel and is a world-class health facility. Our Concierge shall assist should you wish to visit the hospital.

SECURITY BOMB SCARE

Please do not touch suspicious parcels or approach suspicious people. Dial 5555 and report the incident to Instant Service.

In the event of a bomb scare you will be advised via public address system to evacuate the building.

You must leave the building immediately using the nearest fire exit. Proceed promptly to the designated Assembly Point in front of the Hotel and await further instruction.

Do NOT use any Hotel elevator. Elevators are automatically recalled to the ground floor as a safety precaution and will not function.

EMERGENCY

SUSPICIOUS PERSONS

Should you see any person behaving suspiciously or somebody who does not appear to “fit in” please dial 5555 and report your concern. The Hotel shall send a security officer to investigate.

AIRPORT EVACUATION

In the event that the airport needs to be evacuated proceed to the designated Hotel Assembly Point in front of the Hotel and await further instruction.

MAJOR AIRPORT INCIDENT

In the event of a major incident within the airport vicinity the Hotel shall fall under the command of Emergency Personnel. Please obey all instructions from Emergency Personnel.