



# EMPERORS PALACE

HOTEL CASINO CONVENTION RESORT

To our valued client,

Thank you for choosing Emperors palace, the palace of dreams, as your place of stay.

Below are step by step instructions to assist you in booking your accommodation for your event you are attending.

You would have received the links to each of the hotels. Click on the name of the hotel you wish to book or wish to check availability at. Then proceed with the below.

## SCREEN 1:

The screenshot shows a web browser window displaying the Peermont Central Reservations page. The page title is "Peermont Central Reservations" and it includes a sub-header: "Our online reservations facility is convenient and easy to use." The form contains the following fields and options:

- Select a Country:** A dropdown menu currently showing "Any Country".
- Select a Resort:** A dropdown menu currently showing "Any Resort".
- Select a Hotel:** A dropdown menu currently showing "EMPERORS PALACE HOTEL CASINO CONVENTION CENTRE RESORT".
- Arrival Date:** An empty text input field.
- Departure Date:** A text input field with the placeholder "yyyy-mm-dd".
- Promotion Code:** A text input field.
- Do you have a promotion code or group code?** A checked checkbox with two radio button options: "Promotion Code" and "Group Code".

At the bottom of the form is a "Check Availability" button. The footer of the page contains contact information for Peermont Global (Pty) Ltd.

**Instructional Callouts:**

- Click on the drop down arrow and select SOUTH AFRICA
- Click on the drop down arrow and select EMPERORS PALACE HOTEL CASINO CONVENTION CENTRE RESORT
- The hotel name will already be displayed as this selected already when clicking on the particular hotel link previously.
- Input your Arrival and Departure date.
- The promotion code will already be displayed. This is a code for your specific event.
- LASTLY: Click check availability

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Tel: +27 (0)11 928 1000. Fax: +27 (0)11 928 1001. Website: www.emperorspalace.com. E-mail: info@emperorspalace.com  
Peermont Global (Pty) Limited. Registration No: 2006/006340/07

Directors: AP Nkuna\* (Chairman). AE Puttergill (Group CEO). ZA Dlamini\*. CO Elk\*. DG Field\*. P Langeni\*  
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Peermont Hotels, Casinos and Resorts



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## SCREEN 2

The screenshot displays a web browser window with the following elements and callouts:

- Header:** "PEERMONT METCOURT EMPERORS PALACE, JOHANNESBURG" logo and contact information: +27 (0) 11 928 1000, +27 (0) 11 977 9300, reservations@emperorspalace.com, Visit our website, Map to our location.
- Image Gallery:** A row of small images with the text "Click on an image to view".
- Room Selection:** "Room 1" header, "Adults: 1" and "Children: 0" dropdown menus.
- Room Details:** "Classic Twin" room type, "1,050.00 ZAR" rate, and "Total 1,050.00 ZAR • 1,050" summary.
- Room Image:** A large image of a hotel room with a bed and a wall mural, with three dots below it for navigation.
- Callout Boxes:**
  - "This confirms the hotel you are booking." points to the contact information.
  - "Should you wish to see photos of the hotel and restaurant etc. Click here" points to the image gallery.
  - "Select the number of Adults and Children." points to the dropdown menus.
  - "The ROOM TYPE and the ROOM RATE" points to the "Classic Twin" and "1,050.00 ZAR" text.
  - "Click on the dots to check other photos of the same room" points to the navigation dots below the room image.
- Footer:** "Contact Central Reservations. Copyright © Peermont Global (Pty) Ltd. All rights reserved."

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# EMPERORS PALACE

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File Edit View Favorites Tools Help

Suggested Sites Web Slice Gallery


Page Safety Tools

Click on an image to view

Maximum 5 rooms per booking

Room 1 + Add Room

Adults: 1 Children: --



**Classic Twin**  
**1,050.00 ZAR**

Total 1,050.00 ZAR • 1,050

NSTF - Book & Settle Direct Group and convention rate, inclusive of breakfast for the number of adults as indicated above.

**Weather** 6 °C

0 °C - 14 °C  
Sunny  
62% Humidity

**Change Currency**

Important! Conversion is for indicative purposes only as bookings are always made in their original currency.

South African Rands (ZAR)

Updated on Jun 4, 2015 at 6:01 am (CAT)

OR Click on the arrows or smaller pictures to check other room types if applicable.

Proceed

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# EMPERORS PALACE

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File Edit View Favorites Tools Help

Suggested Sites Web Slice Gallery

Click on an image to view

Maximum 5 rooms per booking

Room 1 + Add Room

Adults: 1 Children: 0

**Classic Twin**  
1,050.00 ZAR

Total 1,050.00 ZAR • 1,050

NSTF - Book & Settle Direct Group and convention rate, inclusive of breakfast for the number of adults as indicated above.

Updated on Jun 4, 2015 at 6:01 am (CAT)

✓ Proceed

**LASTLY: Once you have chosen your room type, click PROCEED**

Contact Central Reservations  
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To add additional rooms to the booking, click ADD ROOM. A maximum of 5 rooms can be booked on one booking. Separate tabs will open for each room.

LASTLY: Once you have chosen your room type, click PROCEED

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# EMPERORS PALACE

HOTEL CASINO CONVENTION RESORT

## SCREEN 3



### Peermont Central Reservations

Our online reservations facility is convenient and easy to use.

#### Booking Summary

Hotel Name: Metcourt at Emperors Palace  
 Arrival Date: 2015-09-29  
 Departure Date: 2015-09-30 (1 night)  
 1 room

#### Room Summary

Room 1: Classic Twin  
 1 Adult  
 1,050.00 ZAR  
 SA Translators Institute Settle Direct Group and convention rate, inclusive of breakfast for the number of adults as indicated above.

Total for Stay: 1,050.00 ZAR

#### Guest Details

Contact Central Reservations  
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Home

Sign In



This is a summary of your booking

tripadvisor

Peermont Metcourt at Emperors Palace

TripAdvisor Traveler Rating



Based on 615 traveler reviews

Most Recent Traveler Reviews

Sep 22, 2015: "Ok..."

Sep 18, 2015: "Good hotel"

Sep 17, 2015: "Stopover or longer."

Sep 15, 2015: "Comfortable accommodation"

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# EMPERORS PALACE

HOTEL CASINO CONVENTION RESORT

## Guest Details

Room 1

Superior King, containing 1 adult

If you have previously used our online reservations system and have a Username or Crown Key member number then please sign in now to retrieve your details.

Title:

First Name:

Last Name:

Country of Origin:

Email Address:

Mobile Number:

Room Preference:  Non Smoking  Smoking

Winners Circle:

Special Requests:

Do you wish to enroll in our Crown Key loyalty programme?

✓ Proceed

📅 Edit Dates

✎ Edit Rooms

If you have booked with Emperors Palace before, click sign in. You would need to fill in your username and password sent when you made your previous booking. Which will then take you to the screen below. Click Review your booking and EDIT BOOKING and the ADD ROOM



## Peermont Central Reservations

Our online reservations facility is convenient and easy to use.

🏠 Home

### Review your Bookings

Please select the booking you want to review or cancel.

Show Cancelled Bookings

Res No	Arrival	Hotel Name	Status
3894887			RESERVED

- Welcome Back
- 🔍 Check Availability
- 👁️ Review a Specific Booking
- 📅 Review your Bookings**
- 📅 Review your Stay History
- 👤 Crown Key Enrollment
- 👤 View your Profile
- 🔒 Edit your Password
- 🚪 Logout

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# EMPERORS PALACE

HOTEL CASINO CONVENTION RESORT

## Guest Details

Room 1

Superior King, containing 1 adult

If you have previously used our online reservations system and have a Username or Crown Key member number then please sign in now to retrieve your details.

Title:

First Name:

Last Name:

Country of Origin:

Email Address:

Mobile Number:

Room Preference:  Non Smoking  Smoking

Winners Circle:

Special Requests:

Do you wish to enroll in our Crown Key loyalty programme?

Jul 20, 2015: "Great value and location"

Jul 20, 2015: "Very Good"

Jul 16, 2015: "Ok for a night"

[Read reviews](#)

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Weather **19 °C**



4 °C - 19 °C  
Sunny  
12% Humidity

If this is the first time you are booking at Emperors palace, complete the guests' details and any special requirements.

✓ Proceed

← **LASTLY: Click proceed**

Edit Dates

Edit Rooms

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# EMPERORS PALACE

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## SCREEN 4



### Peermont Central Reservations

Our online reservations facility is convenient and easy to use.

[Home](#)

#### Booking Summary

Hotel Name: Metcourt at Emperors Palace  
 Arrival Date: 2015-09-29  
 Departure Date: 2015-09-30 (1 night)  
 1 room

[Sign In](#)



#### Guest Summary

Room 1: Classic Twin  
 Mrs. ← **The guest's name**  
 1 Adult  
 1,050.00 ZAR  
 SA Translators Institute Settle Direct Group and convention rate, inclusive of breakfast for the number of adults as indicated above.

Total for Stay: 1,050.00 ZAR  
 Deposit Required: 1,050.00 ZAR (plus the extras in each room)

**tripadvisor**

**Peermont Metcourt at Emperors Palace**

**TripAdvisor Traveler Rating**  
 (4.5/5) Based on 615 traveler reviews

**Most Recent Traveler Reviews**

- Sep 22, 2015: "Ok..."
- Sep 18, 2015: "Good hotel"
- Sep 17, 2015: "Stopover or longer."
- Sep 15, 2015: "Comfortable accommodation"
- Sep 15, 2015: "Yummy Breakfast!..."

[Read reviews](#)

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Emperors Palace provides complimentary shuttle services which operate between the designated shuttle area and Emperors Palace, and runs every twenty minutes between 06h00 and 23h00. Directions to the ORTIA shuttle area may be downloaded [here](#).

Should your flight be arriving outside of the times mentioned above, or for Private transfers please contact +27 11 928 1762 or email [unicab@emperorspalace.com](mailto:unicab@emperorspalace.com) to arrange this. Kindly note that Private transfers are not complimentary.

**Guarantee Type**  
Please select a payment type.

Credit Card  SID Instant EFT  Redeem Crown Key Points

Click this tab if you would like to pay via EFT

Card Type:  AMERICAN EXPRESS  Diners Club International  MasterCard  VISA

Card Number:

Cardholder Name:

Expiry Date:

Card CVV:  What is this?

Fill in if you would like to pay by credit card

**Please Note**  
If you proceed we will process an amount of **1,050.00 ZAR** against this card now.  
Peermont is a 3D Secure merchant - you may be asked to verify this transaction by way of a one-time PIN or some other security mechanism. Please contact your bank for further information.

LASTLY: Click Book now

**A box will then open, requesting you to tick the box saying you agree to the terms and conditions**

**The bank will send you a 3 digit number that you would need to type in.**

**You would need to fill in your cell phone number (which needs to be the same as the cell phone number given at the bank)**

**At the bottom of the screen is an INVOICE button, should you wish to have a proforma invoice**

**You will then receive an email with your user name and password and a separate email with your confirmation of your reservation.**

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## **FREQUENTLY ASKED QUESTIONS:**

- **What time is check in?**

15h00

- **What time is check out?**

11h00

- **I would like a late check out.**

Late check out will be allowed until 12 pm (subject to room availability on arrival) thereafter a rate of R100.00 per hour will be levied until 17h00 thereafter full days rate will apply. This rate is for 2015 only.

- **How far is the conference centre from the hotel?**

The convention centre is right next to Peermont Mondior and Peermont Metcourt suites hotel

The Peermont Metcourt is just across the road from Peermont Metcourt suites hotel. The convention centre can then be accessed from Peermont Metcourt suites hotel.

Peermont Doreale Grande is approximately 5 mins walk to the convention centre

All hotels are on the Emperors Palace complex and all in walking distance to the convention centre.

- **How far is the conference centre from the airport?**

The OR Tambo is next to Emperors Palace and approximately 10mins drive from the airport to Emperors Palace.

- **Do you have a shuttle service?**

We have a complimentary shuttle that runs every 20mins from 06:00 – 23h00 and can be picked up outside any of our hotels. They then stop at the bus stop behind the Intercontinental Hotel at the OR Tambo airport and back again to Emperors Palace.

- **Can I leave my luggage at the hotel?**

Luggage may be left at the hotel subject to front desk approval.

- **What is the star rating?**

Peermont metcourt hotel – 3 star

Peermont Metcourt suites hotel – 3 star

Peermont Mondior hotel – 4 star

Peermont Doreale hotel – 5 star

- **Will the payment go off immediately?**

Yes it will.

- **What do I do if I just want to book the room but pay at a later stage?**

Unfortunately this cannot be done, however refer to the cancellation policy below

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- **What to do if I need to change a booking already made?**

Click on the link as normal and follow the steps above explaining what to do if you have already made a booking before.

EDIT BOOKING, allows you to change the dates and/or add a room/s. EDIT ROOM, allows you to change the room type and/or guest details

- **What to do if I need to cancel a booking already made?**

Click on the link as normal and follow the steps above explaining what to do if you have already made a booking before. Once you see your reservation, click on the reservation number and there will be a red CANCEL button at the bottom. Then click OK.

- **Will there be a cancellation fee if I cancel my booking?**

Cancellations may be made up to and including 18h00 on the arrival date without any penalty. If this is done, the money will be refunded in 48hrs.

- **What do I do if I need a proforma invoice?**

Proceed with the booking as normal, once the booking is made, there is an INVOICE button at the bottom

- **What do I do if it shows that there is no availability?**

Go back to the original email with the links and select another hotel.

- **If you would like to call in for assistant, the block code is required.**

- **Please note that the room rate will change should you already have made a booking and would like to change to another hotel or room type.**

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