

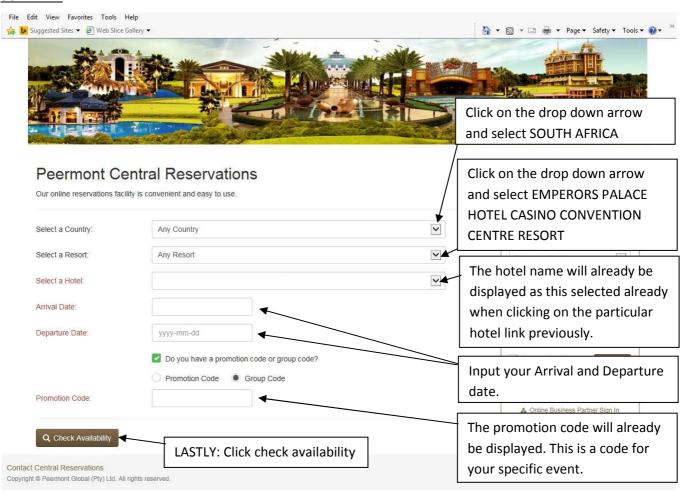
To our valued client,

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.

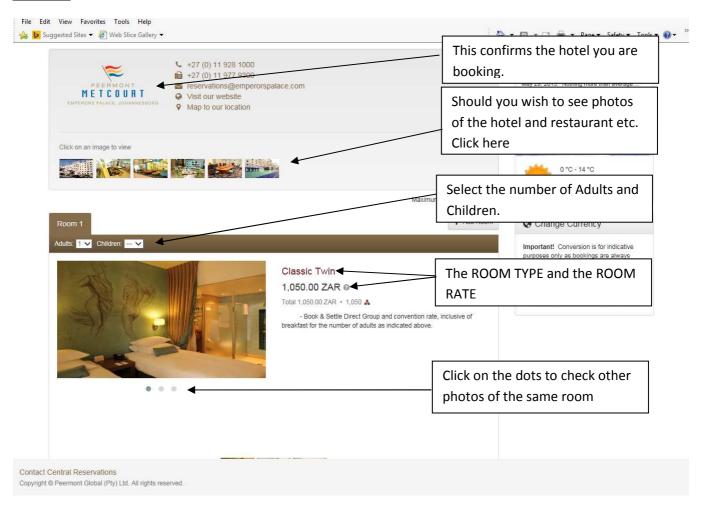
You would have received the links to each of the hotels. Click on the name of the hotel you wish to book or wish to check availability at. Then proceed with the below.

### **SCREEN 1:**

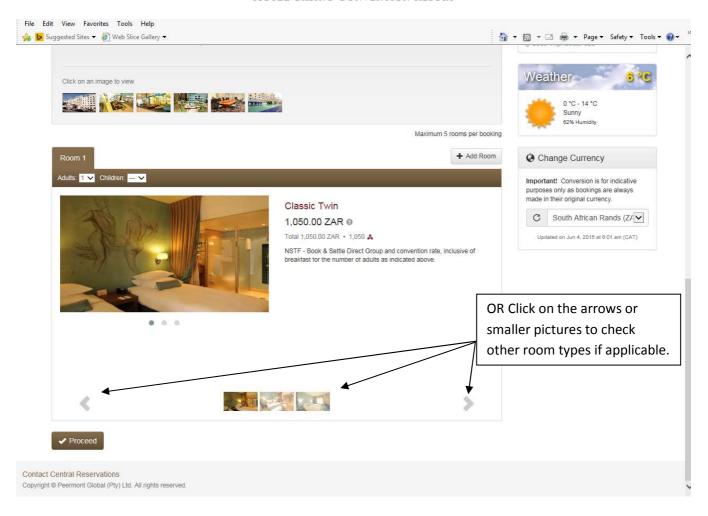




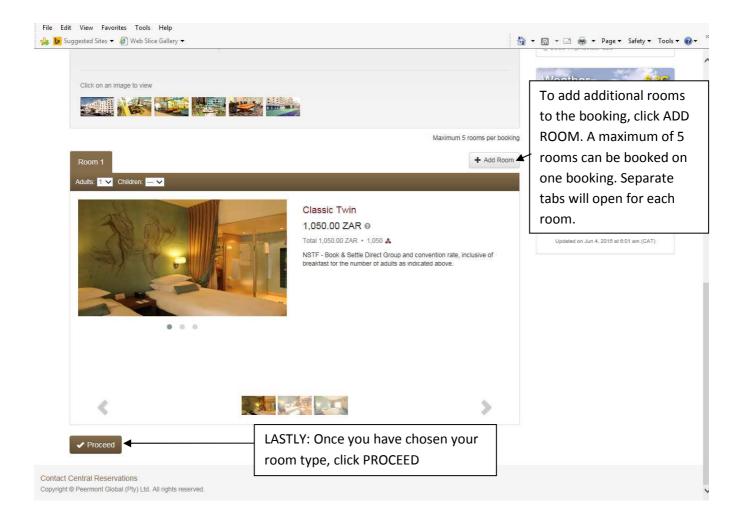
# **SCREEN 2**





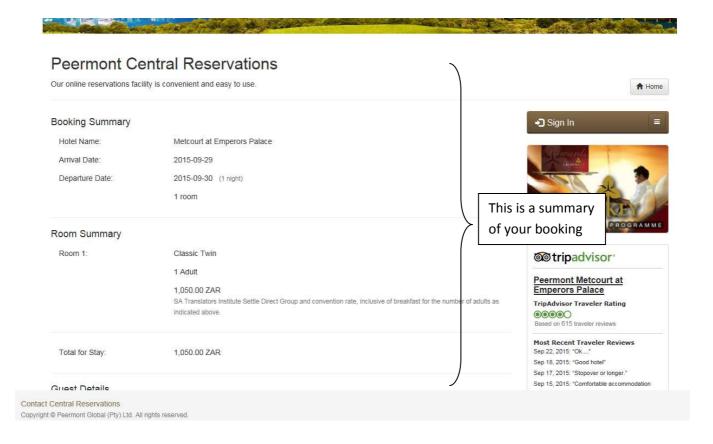




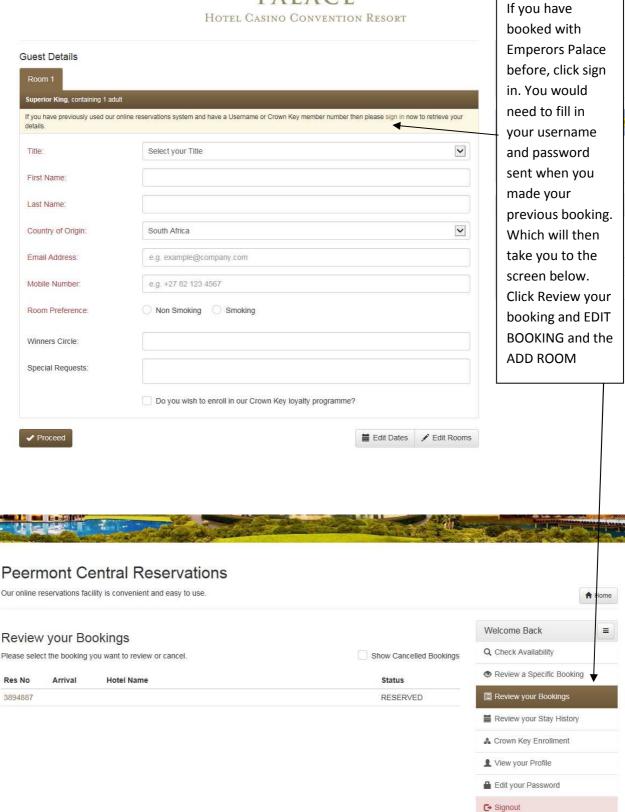




# **SCREEN 3**

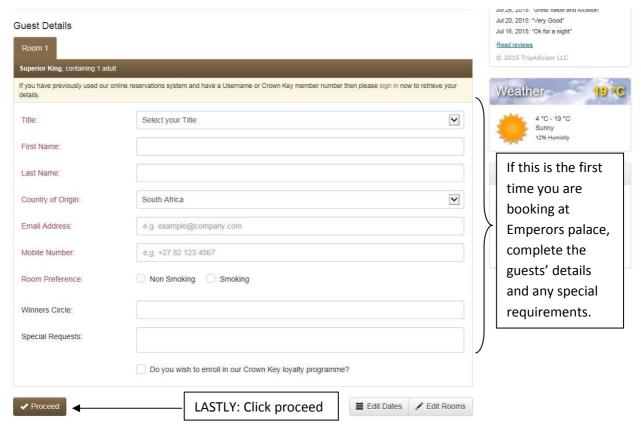






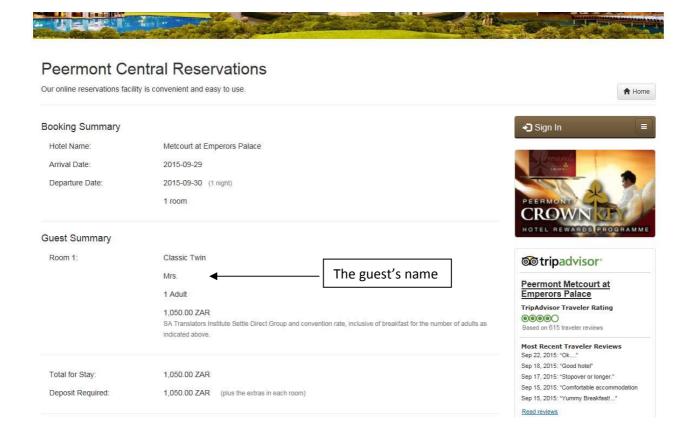
64 Jones Road. Kempton Park. South Africa. PO Box 956. Kempton Park. 1620. South Africa
Tel: +27 (0)11 928 1000. Fax: +27 (0)11 928 1001. Website: www.emperorspalace.com. E-mail: info@emperorspalace.com
Peermont Global (Pty) Limited. Registration No: 2006/006340/07



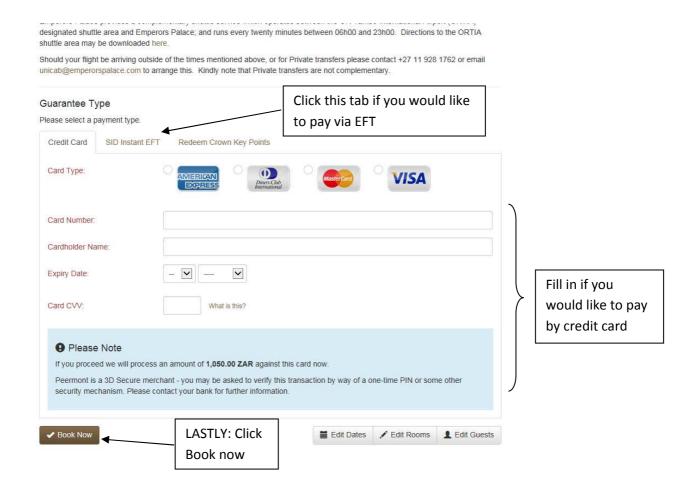




### **SCREEN 4**







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.



#### **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



# • 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.