

Facilities & Services

Below are some of the facilities and services available at Kidbrooke and an explanation of how they can be accessed. Additional details can be found in the 'Conduct Rules' section of this handbook.

COMMUNAL FACILITIES/AMENITIES

➤ **Community Functions**

- From time to time Common Property is used as opportunities to bring residents together (e.g. braais, sporting events on TV, pub evenings).
- Residents are requested to please be mindful of litter at such events.

➤ **Private Functions**

- Eligibility for Use
 - Only Residents of the Village and the Wellness Hub qualify for making use of Kidbrooke facilities for private functions.
- Request Process
 - A Resident wishing to use a Kidbrooke facility for a private function needs to complete and submit a facility utilisation form in advance (available at the clubhouse reception).
 - The Administration office will review the form and if all general requirements are met, will provisionally approve the request.
 - Please note that regular activities and meetings held at Kidbrooke common venues will take preference (e.g. bridge, exercise classes), unless agreed by the activity organiser(s) beforehand.
- Memorial Services
 - Memorial services will be accommodated as far as possible.
 - If a memorial overlaps with other Kidbrooke activities, the Administration office will negotiate with the relevant activity groups.
- Parking Bays
 - There are limited parking bays available for functions.
 - The requesting Resident needs to take this into consideration when booking a venue and communicate as such to his/her guests.
- Involvement of Kidbrooke Caterer
 - Following the provisional approval, the Kidbrooke caterer must be involved in the process going forward, as they are contractually responsible for various Kidbrooke facilities, including the clubhouse kitchen, dining rooms and the patio.

Kidbrooke Place Retirement Village

- Outside caterers are not permitted.
- The requestor must provide the caterer with the documented information from the request form to ensure a clear understanding of:
 - ❖ The services to be provided (e.g., catering, setup, etc.).
 - ❖ The responsibilities of both parties (the requestor and the caterer).
 - ❖ Cost allocation between the requestor and the caterer for services rendered.
- The caterer must sign off on the request form, confirming that both parties have a clear understanding of the agreed services and payment arrangements.
- Village Manager Sign-Off
 - Once the request form has been signed by the caterer, the request must be submitted to the administration office for final approval.

➤ **Restaurant (in Clubhouse)**

- Opening hours are published and services may change from time to time. Residents can enquire at Reception or view the notice board.
- Meal bookings need to be made directly via the Restaurant computer booking system or via the current restaurant booking system on your cellphone before 14h00 for booking for the following day. Assistance with the meal booking procedures is available from the Caterer's staff in the Clubhouse restaurant/dining room.
- Lunches can be delivered to Residents in their Cottages/Freehold Properties upon request from Caterer. The restaurant is not licensed and Residents may bring their own alcoholic beverages.
- Guests using the restaurant must be accompanied by a Resident at all times.

LIBRARY

- The library is stocked with books which are only for Kidbrooke residents. They may not be removed from Kidbrooke or loaned to friends or family.
- Please reserve and take out books in the correct process as detailed in the library.
- Donations of books will be gratefully received.

POSTAL FACILITIES

- Kidbrooke Place has a post office box which can be used for the receipt of Residents' mail. The address is as follows:

Mr. & Mrs. Resident
Cottage No. 000
Kidbrooke Place
P.O. Box 801
Hermanus, 7200

Kidbrooke Place Retirement Village

➤ Outgoing Mail

- There is a post box in the reception area which is cleared on Fridays only.

➤ Incoming mail

- Collected from the Hermanus post box on Fridays and sorted into the residents' pigeonholes in the reception area.

- Management does not accept any responsibility for the non-delivery of mail either outgoing or incoming.

BUS SERVICE

- The Kidbrooke bus travels to Hermanus daily, from Monday to Friday, departing from the clubhouse parking area.
 - ❖ Times: 9am – 11am, Monday to Friday, excluding public holidays.
- Please enquire at Reception as to what the charges are for the different bus excursions/services.
- The Kidbrooke bus is used from time to time for excursions as arranged by the Residents Advisory Committee's (RAC) social committee. These excursions are well-advertised and Residents are required to book their seats on lists placed on the clubhouse notice board.
- Each Resident utilising the Kidbrooke bus is required to complete a transport indemnity form (once-off). If a non-Resident is accompanying a Resident (e.g. a carer), that Resident is required to complete one for the accompanying person as well.

ACTIVITIES

The current activities programme is available from the Clubhouse Reception, on the monthly calendar and on the Clubhouse notice board.