



## Frequently Asked Questions (FAQs)

### *General Information*

#### Location Proximity

##### **Is Potkook close to a town or shops?**

Potkook is a 30-minute drive from Aurora, which has a small general dealer. Please note that there are no petrol stations in Aurora; the nearest ones are in Velddrif or Piketberg, both about an hour's drive from Potkook.

##### **Is Potkook in a malaria zone?**

No, we are malaria-free.

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#### Safety and Security

##### **How safe is the area Potkook is situated?**

Potkook is situated on the top of a mountain in a private nature reserve. Access to Potkook is controlled via our locked gate. We do have monitored cameras at the gate. As mentioned, we are in a private nature reserve with wildlife around us.

##### **Is my car safe when parked?**

Yes, you will park your car in the parking area adjacent to the Lodge, and it will be safe.

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#### Water and Health

##### **Is the water safe to drink from the tap?**

Yes, we have water of superior quality from the borehole on the farm.

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## Accessibility

### Can I access Potkook if I don't have a 4x4 vehicle?

Potkook is about 17 km from Aurora. It is a dirt road and a 4x4 is not a requirement although we do advise that guests travel with a vehicle with high clearance. Transfers from Aurora to Potkook can also be arranged.

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## Age and Pet Policies

### Are pets allowed at Potkook?

No.

### Are kids allowed at Potkook?

No children under 16 years of age are allowed.

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## Retreat Suitability

### Is Potkook suitable as a retreat space?

Yes, Potkook is an ideal venue for hosting retreats, whether for mountain biking, trail running, birdwatching, meditation, yoga, reading, writing, nature therapy, etc. We can accommodate groups of 6 to 12 people for a minimum of 2 nights. To ensure a smooth and enjoyable program, the retreat host and Potkook should finalise the pre-set menu and activities well in advance.

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## Accommodation and Facilities

### Cost and Booking Requirements

#### How much does it cost to stay at Potkook?

1 January 2024 to 31 December 2024: The all-inclusive rate is R2,650 per person per day. This rate covers your accommodation, brunch, afternoon tea, a 3-course dinner, and complimentary drinks. Additionally, it includes WiFi and access to all the trails on the farm.

1 January 2025 to 31 December 2025: The all-inclusive rate is R2,850 per person per day. This rate covers your accommodation, brunch, afternoon tea, a 3-course dinner, and complimentary drinks. Additionally, it includes WiFi and access to all the trails on the farm.

#### Can I stay for one night only?

The minimum stay at Potkook is 2 nights.

### **Can I make a reservation for just one person or a couple?**

The minimum booking we accept at Potkook is 6 guests, and our maximum capacity is 12. Booking for at least 6 guests guarantees exclusive use of our accommodation, reserve, and services, ensuring complete privacy during your stay.

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### **Amenities**

#### **Do you have WiFi and is it free?**

Yes.

#### **Is there backup electricity in case of load-shedding?**

Yes.

#### **Is there a fridge where I can store items?**

Yes, each unit has a fridge.

#### **Is there shampoo and body wash in the bathrooms? And a hairdryer?**

Yes.

#### **Are there working desks in the rooms?**

All living areas have tables and chairs and you can also use Skuur, the communal living area, where you are welcome to sit and work at the spacious dining table.

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### **Laundry and Housekeeping**

#### **Can I do my laundry there - do you have laundry services available?**

No, guests are not permitted to do their own laundry. However, Potkook offers a laundry service upon request, which is included in your stay.

#### **Do you use environmentally friendly products at Potkook?**

Yes, we use biodegradable products in all the living spaces at Potkook, including Fijn Botanicals products and natural bamboo toilet paper.

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### **Fire and Cooking Policies**

#### **Do I have to bring firewood - can I make a fire and have braais at Potkook?**

We do not offer a self-catering option, so guests are not permitted to make their own fires or braais. Fires are made only in designated areas, and firewood is provided and included in your stay. Given our location surrounded by Fynbos, we exercise extreme caution when making fires due to the risk of veldfires. Your safety and the preservation of the natural environment are our top priorities.

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## *Food and Beverage*

### Meal Provisions

#### **Can I bring and cook my own food in my room's kitchenette?**

We offer fully inclusive accommodation, which covers all your meals, snacks, and complimentary drinks. The fridges in the rooms are there solely for your convenience, allowing you to keep milk fresh for tea and coffee, chill your complimentary drinks, and store ice cubes.

#### **What kind of food is served at Potkook, and is it 3 meals a day?**

A pre-set menu of home-style food is prepared at Potkook. Guests can start their day with coffee or tea and homemade rusks in the comfort of their rooms. Brunch typically consists of fruit, yoghurt, homemade granola, warm breakfast, fresh bread, homemade jams, freshly made juice, coffee, and tea. During the afternoon refreshment, you can enjoy baked treats and tea/coffee, followed by a 3-course dinner. Complimentary drinks are also provided, including South African wines sourced from local vineyards in the West Coast region.

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### Dietary Requirements

#### **What if I have a specific dietary requirement - can it be met?**

At Potkook, all meals are made in our Potkook Kitchen, featuring a pre-set menu. We are happy to accommodate specific dietary needs, but we require advance notice to ensure we can source the necessary ingredients and plan our menus accordingly. Therefore, we kindly ask that you inform us of any dietary requirements, allergies, or food dislikes for yourself or anyone in your group at the time of booking.

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### Alcohol and Beverages

#### **Is there a bar if I want to buy alcoholic beverages?**

We do not have a bar at Potkook nor do we sell any alcoholic beverages.

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### *Shopping and Extras*

#### On-site Purchases

#### **Does Potkook have a shop on the premises where I can buy extra snacks/drinks?**

We do not have a shop at Potkook, but we do sell Potkook aprons, Fijn Botanical

products, and the occasional souvenir item, depending on the season and availability.

#### **Do you have a souvenir shop?**

We offer Potkook aprons for sale, as well as a select range of products from Fijn Botanicals - the delightful skincare line provided in your bathroom during your stay.

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### **Nearby Shopping**

#### **Where is the closest shop should I need something urgently?**

Aurora, which is 30 minutes away. It has a small general dealer. Piketberg and Velddrif, which is 1 hour away, have pharmacies and bigger shops.

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### ***Activities and Recreation***

#### **Permits and Access**

#### **Do I need to obtain a permit to cycle or hike the trails?**

Access to the trails is included during your stay at Potkook.

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### **Trail Use and Restrictions**

#### **Can I climb or boulder at Potkook?**

You are welcome to use our hiking and mountain bike trails at any time, but we do not allow bouldering or climbing. You are not allowed to veer off the trails.

#### **Can one rent bikes, board games, etc. at Potkook?**

No, but you are welcome to bring your own!

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### **Safety**

#### **Do you have a first aid kit on site?**

Yes.

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If you have any other questions or need further information, please don't hesitate to contact us. We look forward to welcoming you to Potkook.

