

AA Travel Guides

OFFICIAL GUIDES OF THE AUTOMOBILE ASSOCIATION OF SA



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Frik van Zyl
HILLBILLION ESTATE GUEST LODGE
Tel: +27 (0) 39 685-6080;
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Dear Mr van Zyl,

AA QUALITY ASSURANCE

We take great pleasure in congratulating you on your establishment's attainment of AA Quality Assurance for this year.

Following the recent visit from the assessor and the assessment of your establishment the committee was unanimous in awarding your establishment the status of **AA Superior** in the category **Small Hotel/Inn** for the next year, with immediate effect.

We will shortly be sending your new certificate of membership together with an order form for signage. Your AA Quality Assured Logo is attached to this email and you may use this on your own printed material and website (such as letterheads and brochures).

To participate in the benefits on offer please quote your membership number when applying. Your membership number is **HI6699**.

Should you require further information please do not hesitate to contact me on (011) 713-2000.

Yours sincerely,

Marilynn Cavendish-Davies
AA Standards Division

COMMENDATIONS AND CONCERNS

During the assessors visit some areas of commendation and concerns were highlighted and we thought these would be of interest to you.

COMMENDATION

1. The assessment for 2009 has been carried out and the establishment is awarded the AA Superior endorsement status.
2. A very well located property with magnificent views - Good quality furnishings and facilities - Continual program of upgrading and improvements.
3. Both Desiree and Pieter are very friendly and hospitable people making the guest feel very welcome - Their general knowledge of the area is good.

CONCERNS

1. All aspects of the assessment were discussed There are no concerns and it is noted that some suggestions were made to enhance the guest's experience.
2. Bedside mats required at all beds - Reading lights for all beds - Consider digital safes in rooms.
3. Awnings to be considered over entrance to rooms 10,11 and 12.