

SANDTON EMPEROR

CONCIERGE LIFESTYLE MANAGEMENT

Our concierge offers you the best service and management and to help ensure that all your needs are looked after. We work closely with all our sub-contracted service providers to make sure that all your needs are met impeccably

Kindly contact concierge for assistance regarding the following:

- a. Car Wash*
- b. Shuttle Services *
- c. Laundry*
- d. Flower Delivery*
- e. Cleaning services*
- f. Boardroom bookings*
- g. Events*
- h. Travel and General Bookings*

a. Car Wash Services

- Sign up for your monthly contract and indemnity form
- Choose which package you want
- Agreement is signed
- A debit order will be set up
- Money gets deducted your account at the beginning of the month
- You will get allocated a weekly time – first come first serve
- On the day
 - If you would like to leave your car keys at reception, kindly fill out the key register form which will be given to you by the concierge.
 - At your designated time your car will be collected by a member of the car wash team only
 - Car is washed, dried, etc
 - Car is returned to parking by a member of the car wash team only

b. Shuttle Services

- To make use of the shuttle service that we offer, a contract must be signed agreeing to the terms.
- You will then need to make a deposit into your account allowing you to make use of the service.
- When you require a shuttle service, inform the concierge of your destination and the time the shuttle will be required.

SANDTON EMPEROR

- Once the shuttle arrives you will be informed. Should you running late for any reason, kindly ensure that concierge is informed on time.
- A debit will be made to your account for the costs
- Once funds are exhausted another debit will be required

c. Dry Cleaning, Tailoring and Laundry services

- Laundry days will be on Mondays, Wednesdays and Fridays to start; if we find there is high demand we can increase to daily. Collections will be done between 8.00am and 9.00am and drop offs will be done between 3.00pm and 4.00pm
- Services offered are:
 - Wash, Dry and Iron
 - Iron only
 - Taking up hems
 - Take in waist
 - Fix Buttons
 - Dry Clean suites, trousers and coats
- To make use of the laundry service that we offer, a contract must be signed agreeing to the terms.
- A deposit must be made into your account at the beginning of the month
- Laundry is charged per kg
- Once your laundry is done we will debit their account.
- Once funds are exhausted you will be required to make a deposit into the account.

d. Flower Delivery

- Fresh bunches of flowers delivered weekly to your apartment
- Sign up for your monthly contract
- Choose which package you want
- Agreement is signed
- A debit order will be set up
- Money gets deducted your account at the beginning of the month

e. Cleaning Services

- We have a professional contracted cleaning and laundry facility with fully trained staff

SANDTON EMPEROR

- Should you require cleaning service for your apartment, kindly request a contract from the concierge
 - On the form you need to specify your requirements
 - Day to day contract for once off cleaning
 - Full contract for a weekly service
- Full day cleaning service
- Half day which includes general cleaning
 - Once the contract is signed, your apartment will be regularly serviced on the days requested
 - Billing will be discussed at time of service requirement.
 - Should you be away and decide not to continue with cleaning while you are away, kindly inform concierge and corporate cleaners in writing which days you will not require service as well as the date of commencement.

f. Boardroom Bookings

We offer to you a luxurious 8-seater executive Boardroom facility which provides optimal privacy. This well appointed and comfortable facility also offers advanced technology in the form of Wi-Fi connectivity, data projector and screen and amenities (such as a whiteboard and markers) as well as printing facilities. There are also various small lounge areas available for you to use at your convenience.

- Should you wish to make use the boardroom facility inform the concierge at least 24 hours prior
 - Inform them of the date, duration and the number of expected delegates
 - An invoice will be sent to the apartment and if you would like, we could send one to your e-mail address as well. Payment can be made either in cash or direct bank deposit
 - Should you require the facilities for a large function or more chairs, the concierge must be informed 72 hours before the function date.
 - Should you require catering or refreshments kindly inform the concierge who will then address this with our in house coffee shop
 - For all your printing and photocopy requirements, kindly speak to one of our concierge staff

**Please be advised that we are here for you as a communication tool and cannot be held responsible for any problems that occur within your unit or with the service providers listed below as they are sub-contracted to us. If problems do arise please do not hesitate to inform the concierge and we will then take the necessary steps in contacting the responsible parties, some of which might be at the expense of you as the tenant/owner.*