

23 March 2026

Dear Residents,

BISTRO RESERVATIONS AND DISCOUNTS

It has come to our attention that more clarity is required on the process of making a Bistro Reservation as well as claiming the Resident Discount.

1. *Bistro Reservations for Outside guests, with no affiliation to a resident:*

- These guests are to call the Bistro directly and make their reservation.
- They need to provide the time, number of guests, names of guests as well as vehicle registration details of the party.
- These details will be sent through to security at the gate.
- These guests will then be scanned in as per normal procedure.
- Guests arriving at the gate without a reservation will be turned away, no call is made to the Bistro, as it is the responsibility of the Bistro to communicate their bookings timeously.

2. *Bistro Reservations for Outside guests who are family or friends of Residents:*

- Residents can make the reservation on behalf of the guests.
- Residents can pass their guest details on to security directly by themselves.
- Guests can also make their own booking at the Bistro.
- If the guests are meeting the residents IN the Bistro and NOT at home, they need to provide the Bistro with all relevant details like time, number of guests, names of guests as well as vehicle registration details of the party, same as per process described in point 1.
- The Bistro is to send this information to the security gate per point 1 above.
- If the guests are meeting the residents AT HOME, then they just need to advise security that they are visiting the residents as per normal. They will still be scanned in at the gate. Security will call the resident to verify the visit, per normal procedure.
- Guests are then free to go to the Bistro with the residents and enjoy their meal.

3. *Resident Discounts:*

- The Bistro now has 2 separate sets of menus, one set for outside guests and 1 set for Residents. The resident menu already has discounted pricing on them. This menu will be yellow, the outside guest menu will be the white one.
- Outside guests joining residents qualify for the resident discount.
- Outside guests dining without a resident will not be entitled to the Resident discount.

I trust this is in order.

Kind regards,

Stephan