



# AA Quality Assured Accommodation Programme

## Assessment Report



### Glenburn Lodge

**Assessment Date:** 12/12/12  
**Assessor:** Shelby Anderson  
**Category:** Country-Style Retreat Large

THE AUTOMOBILE ASSOCIATION OF SOUTH AFRICA NPC  
AA Quality Assured Accommodation Programme  
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*Our Assessor visited your property on 12/12/12 and compiled the following report.*

### Check In

I have visited Glenburn Lodge numerous times and have always been welcomed by the lovely and friendly reception staff. All guests are greeted and welcomed in this friendly manner, checked in and shown to their respective rooms. The GM is Nigel Peel and the head housekeeper is Pauline Oberholzer, who is always willing to show me around. All Glenburn's bookings are done online, usually through the central booking office at Guvon Hotels. All statutory requirements have been met.

### General Efficiency

Glenburn offer a full dinner, bed and breakfast service. They operate as a hotel, with 24hr room service, laundry service, conference facilities, team building facilities, pools, tennis courts, put-put course and hiking trails in the Swartkops mountain. The beautiful Bloubaan Spruit runs right through the middle of the lodge and guests are able to fish and enjoy the tranquility.

### Cleanliness

Under the keen eye of Pauline, all areas of Glenburn are spotless and well maintained.

### Maintenance

A full time maintenance team is on hand all the time to see to on-going maintenance issues.

### Friendliness

All staff and management are very accommodating, friendly and professional.

### Local Knowledge

Glenburn is situated in the Cradle of Human kind and there is much to do in the area, including cycling, mountain bike trails, the Sterkfontein Caves and the Wonder Caves, the Rhino and Lion Nature Reserve as well as various restaurants and outdoor activities.

### Service & Efficiency

See general efficiency.

### Bedrooms Type 1 - Space, Comfort & Décor

There are 3 sections to Glenburn. The one is the main hotel area which houses the bulk of the rooms. This area has its own pool area and gardens which are situated fairly close to the main hotel buildings, conference rooms and dining area. Then there are the chalet rooms a little further away and lastly there are the family rooms which can be used as self catering units. Decor has been upgraded in the last year and upgrading is a work in progress. The decor, I found, to be pleasant and fitted in with the clientele that Glenburn lodge attract. Colours are white as the base colour with other colours like burgundy and oranges being brought in to add variety. All beds and pillows have protectors on. Linen quality and blankets/duvets are standard and of the required quality. Extra pillows and blankets can be found in the built in cupboards and the cupboards have more than enough wooden coat hangers in each. Mattress quality is good. All beds have head boards, bed side pedestals/bedside tables, and bedside lamps which are all working. All lights and lamps have energy saving bulbs in them. All rooms are air conditioned with additional fans and heaters for guests that prefer not to use air conditioning. All the walls have lovely African art adorning them. Most of the rooms are carpeted and also have bedside mats. Curtaining and window coverings are fully lined curtains with wooden blinds serving as additional covering. There is a safe in each room plus a bar fridge. Each room has a very nice dressing table with a large wall mounted mirror above. Hair dryers are provided as well as phones for internal and external call. A fully comprehensive information folder can be found on the dressing table. There are TVs with DSTV in all the rooms. Each room has very nice comfortable upholstered chairs to match the decor, as well as a coffee table with reading material. Linen bags are provided and all rooms have a suitcase holder. All rooms are provided with a kettle, tea and coffee amenities as well as stylish tea cups and mugs.

Robes are provided in all the garden cottages. Fire extinguishers are visible throughout.

The family suites all have a fully equipped kitchen for self catering.

## **Bathrooms Type 1 - Space, Comfort & Décor**

Most of the bathrooms at Glenburn have now been revamped. The new bathrooms have had the outdated tiles and sanitary ware changed to lovely stone tiles on the floors and walls and the vanities have been replaced with marble tops.

## **Public Areas**

Glenburn is known for its stunning outdoor area and lush green gardens. Besides it having 4 really nice venues, there are also 4 well maintained swimming pools on the premises, tennis courts, a small gym as well as a team building area with a climbing wall. Added to this, there is a large health spa on the premises as well as rugby fields.

## **Building Exterior**

All brick built and plastered.

## **Parking**

As there are a number of function venues at Glenburn lodge, there has to be adequate parking available. All parking is safe and secure.

## **Grounds & Gardens**

See public area. The gardens at Glenburn are exceptional, with beautiful garden beds and lush green lawns all year round.

## **Security**

There is 24 hour security. All guests are required to sign in at the guard house/boom gate upon entering the Glenburn premises.

## **Food Quality**

Although I have not stayed over at Glenburn Lodge, I have been privileged on a number of occasions to have lunch or breakfast. The food is very good, and they normally offer a full buffet.

## **Comments Overall**

Glenburn Lodge is one of my favorite places. As it is in the area that I live, we spend a lot of time there and enjoy

the different activities and venues that Glenburn has to offer.

### **Commendations**

Commendation has to go to the head of housekeeping, Pauline Oberhulser, who is a true asset to Glenburn Lodge. She is a no nonsense lady who sees to it that her staff do their jobs professionally and properly. Well done Pauline!

### **Concerns**

No concerns.

### **Website Review**

Their website can be viewed on [www.glenburn.co.za](http://www.glenburn.co.za) - They are part of the Guvon Hotel Group.