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“To co-create memorable travel experiences which connect people for a brighter future.”



Since joining The Peninsula 17 years ago, I have long believed it's our responsibility to create a healthy balance between our actions, our community and the environment.

To achieve this, we have realised the necessity of building a culture where all are empowered to participate and genuinely feel part of The Peninsula's sustainability journey.

We have also grown to understand the need to be more honest, vulnerable, and compassionate as a business. In doing so, we have also shifted our leadership style from one of control to inclusion, which has resulted in the development of the many tribe members who welcome visitors back year after year and make The Peninsula truly unique.

Our sustainability depends on looking ahead and adapting, catering to new generations, utilising new technology, and continually reinvesting in our infrastructure while retaining the human connection.

The Peninsula has also been instrumental in creating the six new Dreams Hotels & Resorts brand pillars which has been shared throughout the Group:

- **Community:** passionate about upliftment
- **Sustainability:** we care about the environment
- **Connecting:** through shared stories
- **Choice:** flexible holiday options
- **One Guest:** service excellence
- **Experiences:** fuelling your wanderlust

To deliver on these values, the following eight brand hallmarks were established for creating an enhanced guest experience:

1. **Your Journey Starts at Home:** book your hassle-free holiday experience with confidence
2. **Arrival Made Easy:** check-in and step in with everything well taken care of
3. **Welcome to Your Haven:** each room balances cleanliness, comfort and care
4. **Flavourful Fare at Your Fingertips:** Restaurant, Room Service or fully equipped kitchens to make it the way you like it
5. **Kids Are King:** Dream Xplorer programme provides complete peace of mind for moms and dads
6. **Making Travel Matter:** We are conscious of adopting responsible practices to ensure a brighter tomorrow
7. **Extraordinary Experience at Every Corner:** Lasting memories to fuel your wanderlust
8. **Smart Technology:** We embrace innovation to deliver efficiency from start to finish

As always, we have many wonderful individuals and initiatives underway that help make The Peninsula so special. Read on for a glimpse of what's new.

I look forward to welcoming you back to experience it all for yourself!

Chris Godenir
Custodian

A FRESH FACELIFT FOR OUR FOYER

The Peninsula has recently undergone a much-needed remodelling of the foyer and front desk area to prepare for the upcoming festive season.

As one of the heart centres of the hotel, we have been hard at work creating a more spacious and user-friendly area to enhance our welcoming atmosphere.

Guests can now sit comfortably and engage with our staff on a more relaxed level. We trust you will take a liking to the revamp, but we certainly encourage any feedback to ensure your stay is nothing less than excellent.

Additional to this we have also removed all the clutter from the walls and installed 3 screens which will now serve as digital signage. Each screen will serve a different purpose which includes tourist attractions, restaurant specials, the weather, exchange rates and so on. All content on each screen can be dynamically changed to provide up to date information.



NEW REFURBISHMENTS

This year, suite 312 also received an upgrade. As one of our super luxury units, it's important to maintain a high standard our guests have come to love and expect.

A new heat pump was installed in the jacuzzi, while the deck received upgraded timber, tiles, and an adjustable louvre awning. We have also added LED light fittings on the outside balconies.

Along with these exciting developments, we have also completed 25 suites bedroom wardrobes, the remaining scheduled to be completed within our five-year cycle soft refurbishment.

Our restrooms are also due to receive some TLC, with plans to give them a fresh lick of paint and new art on the walls. The front entrance will also undergo a transformation to widen the area and replace the paving and light fittings.

KAUTHAR DAVIDS OUR RISING STAR



When Kauthar Davids joined The Peninsula All-Suite Hotel team, working in hospitality was not part of her long-term plan. After Matriculating in 2013, she may have lacked the finances to study further, but she did have ambition and a willingness to learn.

Growing up, I was always in survival mode," she says. "When you're in that situation, you're not thinking about the future. You're just thinking about how to make it through right now."

From the age of 15, Kauthar began babysitting to assist her mother financially, which eventually led to a chance encounter with the duty manager of The Peninsula.

"Despite the fact that I had never had a full-time job or even a CV, she asked me if I would potentially be interested in completing a learner ship at The Peninsula," she explains.

After securing an interview, Kauthar was offered a trainee role at the front office, where she grabbed the chance to complete a short course through the International Hotel School – a moment she describes as an incredible opportunity she grabbed with both hands.

"Going from having no plan to securing a job and being able to study was phenomenal and something I honestly thought I could never have," she adds.

After her first year, Kauthar went on to win employee of the year, moving her way up through Reservations and into the Accounts department, where she was hand-selected for a leadership program via Stellenbosch Graduate Institute in 2022.

"Given the opportunity to study via The Stellenbosch Graduate Institute has given me the knowledge to have a different perspective on the hospitality industry and its potential."

Kauthar hopes her own story inspires others to keep moving forward, dream big and practice gratitude despite their circumstances.

HELLO WORLD!

Congratulations go out to our Executive Chef, Hajierah Hamit, and partner, Deon, on the arrival of their son, Muhammad Suhail George. Their little bundle of joy arrived on June 27th, at 10:27am at Louis Leipoldt Medi Clinic weighing 3.680kg.

We are so pleased to announce that everything went well, and the baby and Hajie are in good health. Much to the couple's surprise, they received the good news just a few months after resigning themselves to the idea of being childless. "I just kept telling myself that when the time was right, we would get pregnant," she says. "The challenge of waiting and being patient tested the strength of our relationship, but it brought us closer, and we are more grateful for each other and the gift of life. I have never felt such a deep love in my heart like this before."

On behalf of The Peninsula, we wish them a blessed and happy life ahead.





DREAM Xplorers

ARE YOU READY TO GO DIGITAL?

With our Dream Xplorers programme back in action, there is no shortage of fun and games here at The Peninsula. Post-covid, we've decided to make a few changes, taking suggestions directly from the kids on the types of activities they would like to do.

We've also introduced a digital Xplorer passport that lists an array of activities our mini explorers are encouraged to complete to win tasty rewards. Head to our designated games room to register. All we require is the consent of a parent to create a profile and to comply with POPIA.

Once registered, profiles will display all the lodges and hotels within the Dream Hotels & Resorts portfolio and each property's activities. Accessible via a phone or tablet, this new digital passport can now easily travel with our mini explorers, recording their progress wherever they stay (there's also less chance of losing it!).

All guests aged six to 15 are eligible to join our Dream Xplorers programme.



MOBILE KEY ACCESS

To make check-in even more efficient, we have teamed up with an international company called ASSA Abloy which has enabled us to now send a mobile key to your smartphone. By doing so, we have been able to reduce check-in queues even further, while streamlining the arrival process.

On confirmation of online check-in, the Duty Manager will send a link which requires each guest to download the ASSA ABLOY Hospitality Mobile Access app from their play store. Once the App is downloaded prior to check-in, guests will be able to access the link.

FURTHER BENEFITS INCLUDE:

- A reduction in check-in queues
- We realise that our guests spend a long time travelling to reach their destination, which is why we want them to bypass reception after a simple physical identification signature and have the option to go straight to their room and relax.
- Improving customer relationships
- A guest experience should start before they arrive at The Peninsula. The online check-in allows us to send pre-arrival emails to start engaging with our guests prior to their arrival.
- This pre-arrival engagement will help us gather our guests' information so we can make them feel special on arrival. Showing our guests that we care about them before they even arrive also allows us to set the tone for the duration of their stay.
- Building guest confidence
- For those concerned about Covid-19, the online check-in helps us to comply with safety and social distancing requirements. It also helps to limit unnecessary person-to-person interaction. Guests can interact solely with their own personal devices, so there's no need to touch pens or touch credit card terminal keypads when paying. It also encourages a greater sense of cleanliness and hygiene in general.

AUTOMATE YOUR CHECK-INS

During the height of the pandemic hotels across the globe were prompted to adopt a contactless check-in system to minimise touch points. Having adopted this system ourselves, it has now become an integral part of our guest experience, providing visitors with more flexibility and freedom. With today's travellers becoming more and more tech-savvy, they can now expect a seamless and personalised check-in process here at The Peninsula.

To enjoy this service, a link will be sent to your inbox which will re-direct you to a dedicated online check-in page where you can follow five basic steps:

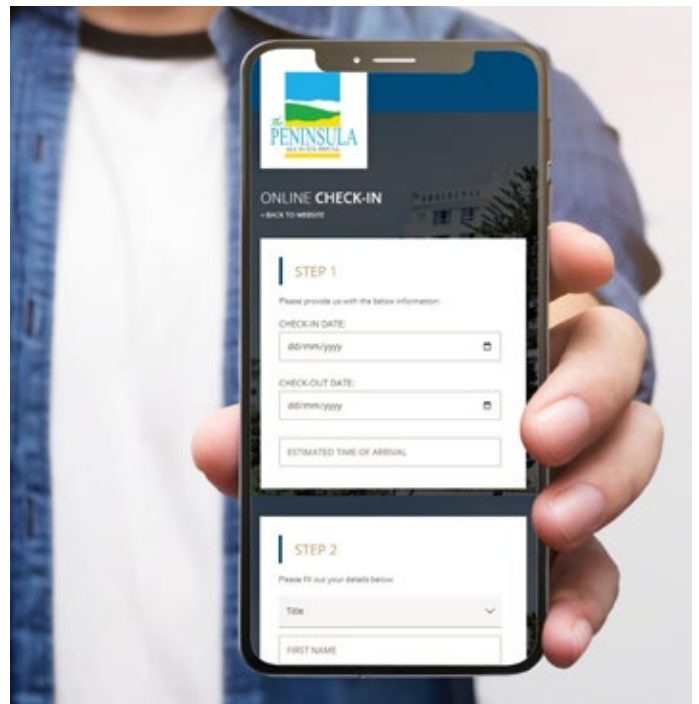
STEP ONE: Input your check-in and check-out date, as well as the estimated time of arrival (which is optional).

STEP TWO: Add in your personal information such as name, email, and contact numbers.

STEP THREE: Enter your address details.

STEP FOUR: Type in the number of occupants, dietary requirements, ID numbers, vehicle registration, and payment method.

STEP FIVE: Use the drag-and-drop option to upload your ID or driver's licence. You can also

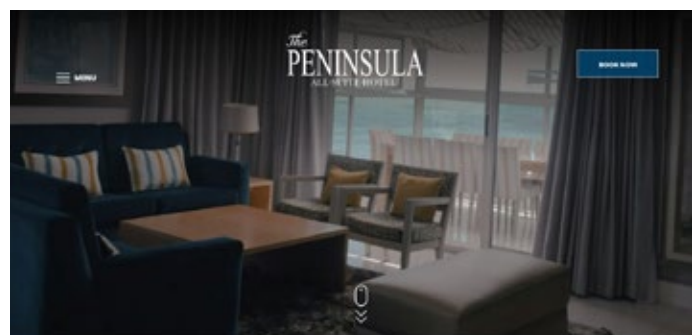


simply take a picture of it and load it onto the booking. Then, carefully read through and accept the terms and conditions and indemnity section. Once complete, a confirmation email will then be sent to your inbox.

A NEW ONLINE EXPERIENCE

We are excited to announce the forthcoming launch of the new Peninsula All-Suite Hotel website experience. As a flagship member of the Dream Hotels & Resorts Family, we at The Peninsula continually strive to offer our guests the very best in hospitality and this extends to our online offering as well.

Launching this October with a beautiful new presentation, the ability to book directly with our new online booking system, and introducing online check-in for your convenience, we cannot wait for you to experience The Peninsula All-Suite Hotel like never before!



EXPERIENCE CAPE TOWN IN *Style*

At The Peninsula All-Suite Hotel, it's all about the location. Set in the cosmopolitan seaside suburb of Sea Point, guests are just a short walk to an array of trendy restaurants, bars and shops. Sit against the backdrop of Lion's Head with the sound of the Atlantic Ocean never far.



This is a star Sea Point hotel providing comfortable accommodation in modern suites, with luxury ventilation systems and more a grocery delivery service. While the warm South African hospitality and exceptional service are second to none, so the magnificent views of Lion's Head and the Atlantic Ocean that will only improve. Enjoy a tranquil afternoon sitting at The Peninsula All-Suite Hotel's Sunset Restaurant – the glass doors opening onto the gardens and pool areas, provides the perfect spot for a relaxing customer after a busy day out exploring Cape Town.

STROLLA OPENS FOR SUMMER DINING

Following a fresh refurb and extension Strolla Restaurant & Bar will be sporting a contemporary new look just in time for summer!

Plans are underway to open the venue out alongside The Peninsula's main pool area, which will complement the existing restaurant's scheme of pretty pinks and greens, with touches of bold prints.

Operating in its current space since 2016 Strolla — a play on the words 'to stroll' — remains a laidback spot for a post-walk coffee or breakfast. It also hits the sweet spot as an ideal hangout to watch the sunset over the Atlantic while sipping on a fabulous cocktail.

"Strolla has long been a favourite amongst the locals," says Chris Godenir, The Peninsula Custodian. "We are delighted to welcome our customers back to experience our recent enhancements while continuing to savour that delectable cuisine they've come to know and love," says Chris Godenir.

The new look will enhance the pool area and will continue to spotlight the restaurant's everyday dining menu with an emphasis on seasonality. But if it's cocktails you seek, Strolla is the place to go.



GENERATING LESS NOISE

If one thing is for certain, The Peninsula has always prided itself on its sustainable practices. We're always doing our best to find a better way, opting for a solutions-based approach to limiting our impact on the environment and community.

With the current situation with Eskom, the country has once again been thrust into darkness, and we are now having to rely on our generator to keep the lights on. The unintended consequence of this is the unfortunate noise pollution it creates.

Understanding that the impact of caring for each other creates strong communities and even stronger cities, we knew that we had to jump into action with a positive and proactive mindset. After conducting research on noise pollution, and the municipal by-laws and regulations around it, we realised that we simply had to reduce the decibel level of our generator.

Having enlisted the help of Genesis Acoustics, a local business specialising in commercial grade soundproofing, we decided that best solution was to completely enclose our generator with acoustic noise barriers and sound absorbing panels. The result so far has exceeded our expectations. Not only did we significantly reduce our noise levels to way below the legal limit, but the new enclosure blends in beautifully with its surroundings, hiding the somewhat unsightly appearance of the generator.

Although the project has come at a high cost, it was a necessary investment we had to make in order to live up to our core beliefs on creating a healthy balance between our actions, our community and the environment. In doing, we have moved a step closer to realising our overarching mission here at Dream Hotels & Resorts: To deliver dynamic and exceptional hospitality solutions in Africa that connect local and global travellers to our communities in a sustainable and relevant manner.





SPICY BEEF RUMP STEAK TACOS

We all need a little spice in our lives, and this Mexican-inspired recipe should hit the sweet spot. Not only is it perfect for a family lunch or dinner, but it's also easy to make!

INGREDIENTS:

- 3 tbsp. (45 ml) olive oil
- 1 clove of garlic, crushed
- 1 red chilli deseeded and finely chopped
- 4 tsp. (20 ml) BBQ spice rub
- Salt and freshly ground pepper
- 450g rump steak
- 8 mini soft shell tortillas
- ¼ cup (60 ml) BBQ sauce
- ½ red cabbage, finely shredded

DIRECTIONS:

1. Place olive oil, garlic, chilli, BBQ spice rub, and a generous pinch of salt and pepper into a small bowl and mix to form a paste.
2. Rub over steak and allow to marinate for 20 minutes.
3. Heat a frying pan until hot, and fry steaks for about four minutes on each side or until medium rare. Remove and set aside to rest for a couple of minutes.
4. While the steak is resting, heat another pan and fry tortillas for about one minute on each side.
5. Slice steak thinly and set aside.
6. To assemble: smear a little BBQ sauce onto a tortilla and top with a little shredded red cabbage, followed by some fresh coriander, sliced radishes, avocado and a few steak slices.
7. Add a little pickled red onion and a squeeze of lime juice to finish it off.
8. Repeat with the other tortillas and enjoy.

TO SERVE:

- 2 avocados peeled and cut into small cubes
- ¼ cup (60 ml) pickled red onions
- Handful of fresh coriander
- 4 radishes, thinly sliced
- Fresh lime wedges

EXPLORE OUR OWNERSHIP OPTIONS

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CHRISTMAS MENU

Adults – **R595** | Children U/12 – **HALF PRICE**

STARTERS

Artisan bread display with flavoured butters

Smoked fish platter with salmon pâté,
smoked butter fish & tuna ceviche

Traditional Christmas cold cuts with
pestos & tapenade

SALADS

Crispy miso marinated fish with wild rocket,
kimchi mayo & tortilla crisps

Pepperoni & olive salad with a shallot dressing

Goat's cheese & wild mushroom salad
with pickled baby onions

Salad bar with assorted condiments & dressings

HOT BUFFET

Apricot & cashew nut stuffed turkey

Mini gammons with a pineapple & cherry glaze

Chargrilled beef tenderloin with yorkies
& mini spicy chipolatas wrapped in bacon

Coriander infused jasmine rice

Rogan josh lamb curry with assorted
condiments & poppadums

Honey thyme basted rotisserie chicken

Duck fat roasted potatoes

Garlic summer greens

DESSERT


Kahlua chocolate Christmas logs

Assorted mini desserts

Warm Christmas pudding with an
Amarula anglaise

Local made cheeses with savoury biscuits,
lavash & assorted preserves

BOOKING IS ESSENTIAL
Kelly Witz | E: events@peninsula.co.za

Part of the  **DREAM HOTELS & RESORTS** family