



We wish to bring to the attention of all our past, future and prospective guests that with effect from Wednesday, 6 September 2023, the accommodation and event services previously offered at Grand Dédale will no longer be operating under the current operator (the "Operator").

The management of Doolhof ("Doolhof") have, following significant endeavours on their part to resolve the situation, been left with no alternative other than to end their relationship with the Operator. Doolhof understands that in the circumstances, and pursuant to the Consumer Protection Act, No. 68 of 2008 (as amended) (the "Act"), the Operator has reached out to guests, implying that these operations have ceased following a decision by Doolhof not to continue operating under the brand Grand Dédale.

It is prudent that Doolhof confirms that its decision to end the relationship with the Operator was an incredibly difficult but considered one following extensive engagement with the Operator regarding its inability to honour its contractual obligations towards Doolhof for several months. Doolhof has unfortunately therefore been left with no alternative other than to proceed as it has done.

Doolhof wishes to note however that the guest house facilities located on the premises as well as its events services will remain operational, with the appointment of an alternative operator. It is also important for Doolhof that all guests are aware of their rights in terms of the Act, in particular sub-section 19(6) thereof:

"If the supplier tenders the delivery of goods or the performance of any services at a location, on a date or at a time other than as agreed with the consumer, the consumer may either –

- (a) accept the delivery or performance at that location, date and time;

- (b) require the delivery to performance at the agreed location, date and time, if that date and time have not yet passed; or

- (c) cancel the agreement without penalty, treating any delivered goods or performed services as unsolicited goods or services in accordance with section 21”

Doolhof sincerely apologises for any inconvenience which this may cause. Finally, Doolhof wishes to express its sincere gratitude to all of its guests for their support and understanding and look forward to seeing all guests at Doolhof, offering the highest standards of service and a memorable experience.

For queries, please do not hesitate to contact Doolhof on 021 8642805, alternatively by email at wine@doolhof.com