


Fancourt Manor House takes bespoke travel to the ultimate level

 By [Brian Berkman](#)

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Some of the hospitality lessons from luxury Asian hotels have happily filtered down to South Africa. At The Ritz-Carlton, in Malaysia's capital city, guests are not only welcomed by personalised embroidered pillow cases but also 'In Residence' business name cards and personalised in-room stationery. In India's Oberoi Vila hotels, the green button in the room calls your butler who will assist with everything from unpacking, drawing the bath and, in fact, anything legal you can imagine to ask.

At the top of the hospitality luxury pyramid, everything revolves around the individual where the offer - from the menu to leisure activities - is bespoke.

Personalising the experience

To their credit, there is an increasing number of South African hotels that work hard to provide such a luxury experience. Intimate game lodges like More Lion Sands and Singita Ebony are among these but I can't think of another South African hotel that has excelled at personalising our experience quite the way the 18-key The Manor House at [Fancourt Estate](#) on the Garden Route, now in its 21st year, did.



Finding our names embroidered onto our pillow cases at The Fancourt Manor Hotel was the first thing to suggest this stay would be different from most others. Next was the selection of Banting snacks and selection of bottled waters to welcome us along with a note from our butlers. A Lavazza Coffee machine, as well as a water dispenser offering boiled and chilled water, replaces the standard kettle. The selection of teas available was also out of the ordinary.



All suites, one Master Bedroom suite, consisting of two bedrooms (155m²), four Oakland suites (73m²) and 13 Homewood suites (60m²) have a generously sized sitting area with wall mounted picture TV that disappears into a mirror when off. There's an iPod docking station along with DVD player. Although the Manor House was built in 1859 and is a listed historic building, interiors are contemporary and our room had a Burgundian colour palette offset by masculine greys, chrome and white. Everything about The Manor House says more: more space, more bathroom amenities including an entire selection from Heaven Soaps, a Wilderness-based company making handcrafted soaps and potions. There is also a Fancourt-branded range of bathroom amenities.



Much larger than Monaco

Four times the size of Monaco, Fancourt, is just 7km from the George Airport, where guests have their own exclusive waiting lounge. The Outeniqua Mountains provide the backdrop for 613 hectares of landscaped green. CNN Go lists Fancourt's three Gary Player-designed golf courses among its global top 10 golf resorts.

Added value

While a stay here comes at a premium price, there's much added-value like complimentary afternoon tea and pre-dinner bubbly and canapés offered in The Manor House's elegant lounge. Their chefs prepared a wonderfully sweet yet no-sugar selection together with grain-free low-carb items including the best Banting cheesecake I've tasted yet. In-room refreshment (mini bar) is included in the rate as are airport pick-ups and BMW chauffeured jaunts within a 10km radius. Also included

is a daily item off the in-room dining menu when ordered before 5pm. Complimentary pressing and shoe shine and a lavish breakfast served wherever you'd like it comes standard.

The adjacent Fancourt Spa, Health Club and palatial indoor Roman pool is open to Manor House guests as are all of the estate's restaurants: the cafe-style Monet's, the fine dining Henry White's which is located in The Manor House, and nearby and extremely fabulous La Cantina Italian restaurant adjacent to the Fancourt Conference Centre.



The Fancourt hotel, also on the estate, has 115 rooms. Aside from golf, leisure activities on the resort include a fabulous Spa with an indoor heated Roman Bath as well as a leisure centre which is home to the Kids Club, teen lounge, gymnasium, cinema, indoor heated and outdoor swimming pool. Outdoor enthusiasts can enjoy tennis, running/walking trails, bird watching and fishing.

Glorious swimming beaches are easily accessible and mountain biking, horse riding, picnics and hikes can be arranged on request. Sightseeing excursions to the picturesque coastal towns of Knysna, Plettenberg Bay and Mossel Bay as well as the historic town of Outdshoorn are also available.

The Manor House at Fancourt was announced as the Winner 2015 - Africa's Best Romantic Boutique Hotel by the World Boutique Hotel Awards in London on Friday 30 October 2015 - an accolade befitting their offering.

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