



The Oyster Box



WELCOME TO THE OYSTER BOX

It is my pleasure to welcome you to The Oyster Box, one of South Africa's most iconic luxury hotels. With its rich heritage, timeless setting and enduring commitment to exceptional service, The Oyster Box offers more than a stay, it offers a memorable experience defined by warmth, elegance, and attention to detail.

Drawing over 25 years of leadership experience in hospitality and service industries, I am proud to lead a dedicated team committed to creating meaningful and personalised experiences for every guest. Together, we ensure that each visit feels genuinely welcoming, inspired by tradition and elevated through thoughtful service. We look forward to creating unforgettable moments during your time with us.

PHILISIWE GUMEDE
GENERAL MANAGER



A NATIONAL TREASURE

THE OYSTER BOX HOTEL

Just metres from the golden sands of Umhlanga beach, perched on the magnificent KwaZulu-Natal coastline, The Oyster Box has been hailed as one of South Africa's finest seaside hotels for generations. A member of The Red Carnation Hotel Collection, The Oyster Box offers timeless elegance and five-star luxury.

Alongside 86 rooms, suites and villas, The Oyster Box offers an array of restaurants, an award-winning spa, two swimming pools, extensive events facilities, and an intimate private movie theatre.



THE POWER OF PASSION

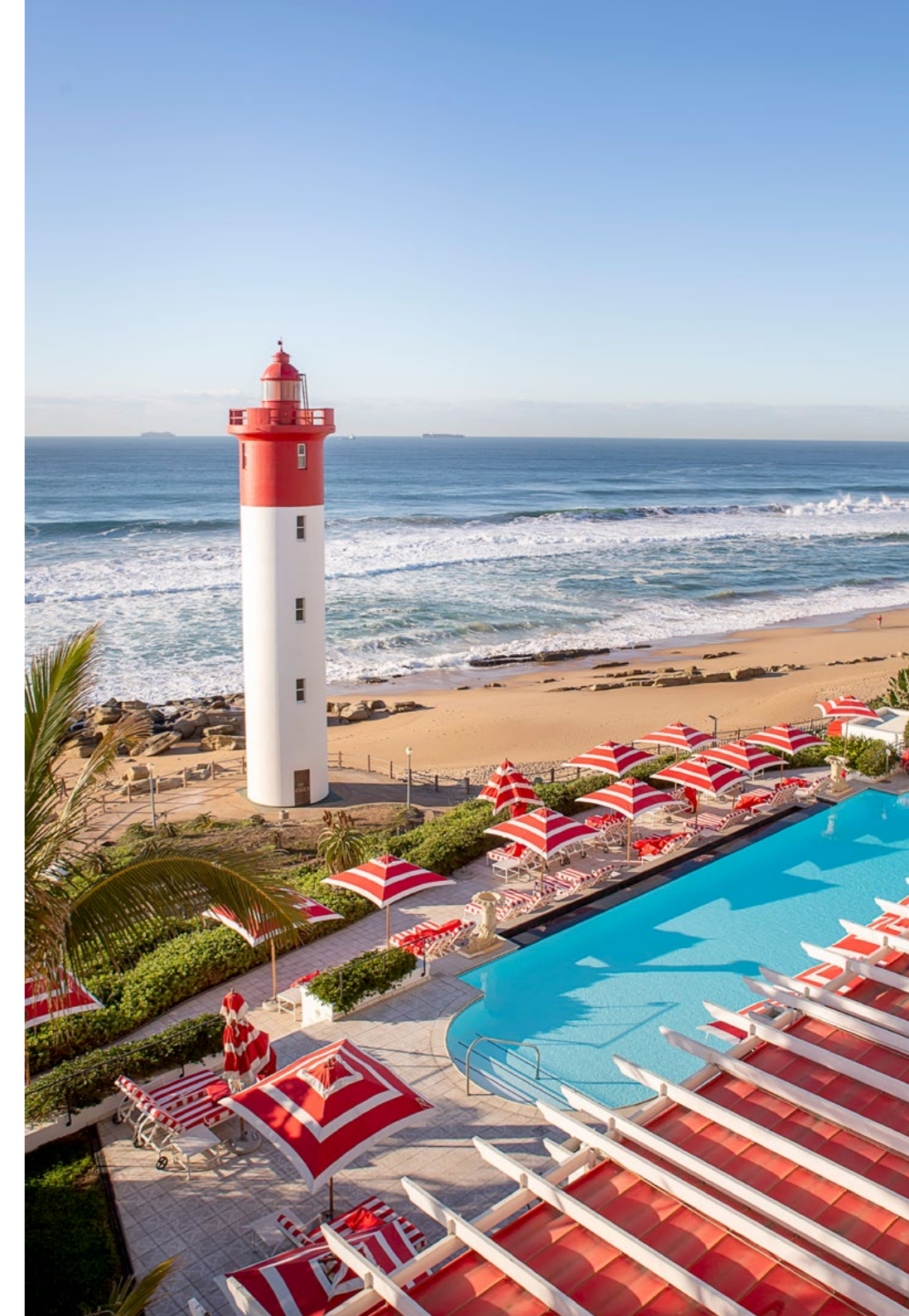
COMMUNITY

The Oyster Box has been making memories for visitors for as long as anyone can remember. The original cottage was built around 1863 as a navigational beacon for passing ships and, in 1952, was sold to a local family who opened a tea garden that became a restaurant, then a hotel. Following its purchase in 2007 by the Tollman Family, the hotel underwent a two-year rebuild, transforming it into what it is today.

Family-owned to this day, the Tollman's personal touch is instilled in the team and exceptional service is the hotel's hallmark, working with genuine care to create memorable guest experiences. A few favourites among guests include the Curry Buffet, legendary High Tea, and award-winning Spa nestled in lush sub-tropical gardens.

The hotel's location makes for easy adventuring. A five-minute walk brings you to the 18,000-year-old Havaan Coastal Dune Forest, home to a variety of wildlife, while the popular promenade doubles up for exercise and breathtaking sunrises.

However you choose to spend your time at The Oyster Box, we hope you will find your own special place in our story and personally discover why so many guests are compelled to return.





A TIMELESS ICON

Occupying a majestic location on the Umhlanga beachfront in the KwaZulu-Natal province, The Oyster Box is one of South Africa's most celebrated hotels.

Situated in one of the largest cities in South Africa, there are endless activities available for guests. Whether you are looking to explore Durban and the areas surrounding The Oyster Box like visiting the beautiful Durban Botanical Gardens, or ways to embrace our breathtaking coastline, there is so much for our guests to enjoy. And you don't have to travel far to embrace the great South African outdoors.

Right here at The Oyster Box, we are spoilt for choice with our range of pools and tranquil gardens, while the popular Bronze Beach is a few steps away from the hotel.





AWARDS & ACCOLADES

These awards are wonderful recognition and reward for our extraordinary teams and their unrivalled efforts to create exceptional guest experiences.

TRAVEL & LEISURE 'WORLDS BEST' AWARDS

Red Carnation Hotels named 4th best hotel brand in the world - 2024

LUXURY LIFESTYLE AWARDS

Best Luxury Beachfront Hotel in South Africa - 2022

PINK BOOK

Voted one of the Top 3 Beach Wedding Venues - 2021

WORLD TRAVEL AWARDS

South Africa's Leading Luxury Hotel - 2020, 2021

CONDÉ NAST TRAVELLER READERS' CHOICE AWARDS

Voted one of the Top 30 Hotels in Southern Africa - 2021
Voted no. 10 in Top 30 Hotels in Africa - 2020

TRAVEL + LEISURE

Named one of the Top 100 Hotels in the World - 2021

TRAVEL + LEISURE 'WORLD'S BEST' AWARDS

Voted no. 2 of Top 3 Africa Resort Hotels - 2021

BRITISH AIRWAYS HOLIDAY AWARDS

Customer Excellence Award - 2020

TRIPADVISOR TRAVELLERS' CHOICE AWARDS

Voted no. 3 in the Top 25 Hotels in Africa - 2020
Voted no. 13 in the Top 25 Hotels for Service in Africa - 2020



COLLABORATION

A SPECTACULAR SETTING

Our vibrant art collection brings together a wide selection of work by South African artists and emphasises the distinctive creativity of KwaZulu-Natal. There are over one hundred paintings, by twelve artists, all living and working in KZN.

A poignant historical counterpoint to this contemporary collection is a series of forty-three woodblocks by the late Cecil Skotnes, illustrating the life of Shaka Zulu, who reigned as king of the Zulus from 1816 to 1828.

Our refined areas showcase this collection of fine South African art, along with local artefacts, riotously colourful Jane du Rand murals, with our unique Clock Library featuring a rare antique clock collection and first edition books. Every guest room is also filled with carefully curated furniture and artworks.





TESTIMONIALS

“THE ENTIRE HOTEL IS A FEAST FOR THE SENSES, A STAY HERE IS A UNIQUE AND UNFORGETTABLE EXPERIENCE.”

- LUXURY TRAVEL MAGAZINE

“THE OYSTER BOX IS NOT ONLY ONE OF DURBAN’S FINEST HOTELS BUT ONE OF SOUTH AFRICA’S. MORE THAN THAT, IT IS WIDELY CONSIDERED TO BE A NATIONAL TREASURE.”

- ELITE TRAVELER

“BALCONY OVER THE OCEAN WAVES? WONDERFUL. BED? WONDERFUL. SERVICE? SUPERB. IT WAS A JOY TO BE THERE!”

- TRAVEL & LEISURE

MEET THE TEAM



**MUSA
NDABENI**
BUSINESS DEVELOPMENT

I am honoured to be part of the globally respected Red Carnation Hotels, a brand that perfectly aligns with my values, work ethic, and passion for excellence and impeccable service. I lead Business Development for the iconic Oyster Box Hotel across corporate and leisure markets, focused on building strong partnerships, delivering outstanding guest experiences, and showcasing the property's timeless elegance. Please feel free to contact me with any enquiries - I look forward to assisting you.



**JAMEEL
SULEMAN**
FOOD & BEVERAGE MANAGER

As the Food & Beverage Manager it has been an absolute privilege to be a part of The Oyster Box team, and with over 12 years of service, I have had the pleasure of creating extraordinary food and beverage experiences for our guests. My objective is to curate each guest's requirements, go above and beyond expectations, and offer an exceptional 5-star food and beverage experience, whether that be through the creation of mouthwatering menus or flawless service.



**MICHELLE
KOCKE**
EXECUTIVE HOUSEKEEPER

I have been the Executive Housekeeper at the Oyster Box for over 11 years now and it has been one of my most exciting work experiences. I have been privileged to work in such an amazing and iconic Hotel with an incredible team. Most of the Housekeeping Team have been with me for 8 years or more, striving for perfection every day and wanting to give our guests the home away from home feeling (but still with 5-star service).



**LONDI
KHUMALO**
RESERVATIONS MANAGER

It is a great honour to be part of the Red Carnation Hotel family. Together with my team at The Oyster Box, our focus is on providing authentic and personalised service for each and every guest. We are committed to meeting your requirements and exceeding your expectations to ensure your experience of our property is exceptional in every way. We look forward to welcoming you to The Oyster Box.

A RICH HISTORY

1863 - THE BIRTH OF 'THE OYSTER LODGE'

In the midst of rugged coastline and rolling waves, a modest structure emerges on the grounds. Crafted from Burmese teak, corrugated iron, and reinforced concrete, 'The Oyster Lodge' stands as a testament to human ingenuity and resilience. Its purpose noble yet simple, to guide weary travellers and sailors safely home. Little did its builders know that this humble abode would later evolve into a symbol of luxury and elegance.

1952 - THE GENESIS OF HOSPITALITY

With a vision fuelled by passion and determination, brother and sister Ken and Kay O'Connor embarked on a journey of entrepreneurship. They transformed the space into a bustling tea garden, and as the aroma of freshly brewed tea permeated the air, whispers of possibility and opportunity abounded. Eventually the tea garden evolved into a celebrated restaurant. In March

1954, The Oyster Box Hotel was born – a beacon of hospitality and warmth offering solace to travellers and locals alike.

2006 - A CROSSROADS OF DESTINY

The Hotel finds itself at a crossroads; Wayne Reed, the custodian of its legacy, seeks a successor worthy of its storied past. Amidst the uncertainty of change, echoes of laughter and camaraderie reverberate within its walls, a testament to the memories forged and cherished by generations.

2007 - A RENAISSANCE OF GRANDEUR

Stanley and Bea Tollman emerge as the torchbearers of The Oyster Box Hotel's legacy. The restoration project, launched in October 2007, is a labour of love and dedication, as craftsmen and artisans work tirelessly to breathe new life into the aging structure. The iconic black and white checkerboard floor is meticulously reinstated, a nod to the

hotel's storied past. The 'Palm Court' emerges as the heart of the hotel, an oasis where guests gather to revel in the beauty of their surroundings.

TODAY & BEYOND - A LEGACY REIMAGINED

The Oyster Box Hotel stands as a testament to the resilience of the human spirit. Its walls bear witness to the joys and sorrows of generations past. Amidst the whispers of yesteryear, there is a sense of renewal – a promise of endless possibilities and new beginnings.



COMMUNITY | CONSERVATION

CUSTODIANS OF THE EARTH

At The Oyster Box, our commitment to environmental and social responsibility is multifaceted.

SUSTAINABILITY

Our sustainability journey is guided by our participation in the internationally recognized EarthCheck programme, which provides a structured framework for measuring, benchmarking, and improving our environmental and social performance. Through EarthCheck, we assess and monitor our operational impact annually and implement measurable actions to drive continuous improvement across all areas of the hotel.

We track our energy, carbon emissions, water consumption and waste through the EarthCheck benchmarking process, enabling us to identify trends, set reduction targets, and implement practical, data-driven solutions as a team. Power and water meterage are reviewed monthly to ensure accountability and proactive management. We have made meaningful progress in reducing single-use plastics across the property as part of our broader waste reduction strategy. In addition, we utilize Iron Mountain as our secure digital document management platform, significantly reducing paper usage throughout the hotel. As part of our commitment to conservation, we also contribute R1 to Rhinos Without Borders for every guest who returns their key card upon departure, supporting vital rhino protection and relocation efforts in Southern Africa.



FOOD

At The Oyster Box, sustainability in the kitchen is centred on responsible sourcing, ethical protein selection, waste reduction and efficient resource management. We prioritize locally and seasonally sourced produce, support small-scale farmers and fisheries and favour sustainably harvested seafood and responsibly farmed meats. Our culinary philosophy embraces a nose-to-tail and root-to-stem utilisation approach to minimize waste and maximize respect for every ingredient.

In 2020, we launched the Winnow system to actively measure, monitor and reduce food waste through data-driven insights, strengthening our forecasting, portion control and stock rotation practices. We proudly offer guests freshly produced, organic honey harvested on the hotel property, supplemented by Seaforth Farm, a trusted local supplier that helps bridge seasonal supply gaps. Energy-efficient equipment and water-saving systems further reduce our environmental footprint, while ongoing engagement of our culinary teams in sustainability targets and reporting ensures accountability and continuous improvement across our kitchen operations.

VOLUNTEERING

Enriching the lives of our local community is at the forefront of our outreach efforts. Just some of our volunteering efforts include making **regular donations to local NGOs such as Bobbi Bear**, who provide shelter, rehabilitation and protection of abused children in our province as well as raising awareness and education on HIV.

We also have a relationship with BASISA, an NGO centered on childcare in rural communities. Currently partnered on their soap initiative, we send them our used guest soap waste when we reach the 20kg mark. The soap is then recrafted and made part of a wellness pack for the children who are then taught the importance of personal hygiene.

In terms of planet projects, we do frequent beach clean ups along our shoreline, as it's imperative that we put in our own efforts to ensure the conservation of the oceans on our doorstep.



CLASSIC CHARM WITH CONTEMPORARY COMFORTS

The Oyster Box offers 86 rooms, suites and villas; each individually decorated to offer a uniquely memorable five-star stay on the sunny coastline of KwaZulu-Natal. Choose between splendid sea views from your private terrace, or the leafy escape of our lush private gardens. Whether you're travelling for business or leisure, on your own or with loved ones, our elegant five-star accommodation has something to suit the most discerning traveller.

GARDEN VILLA LOFTS

Beautifully designed garden-facing rooms.

- Fresh fruit & flowers
- Luxury toiletries
- Bottled water
- Spa & pillow menus

CLASSIC ROOMS

Elegant rooms with beautiful views of the peaceful oasis at the heart of the hotel.

- Luxury bathrobes & slippers
- Luxury toiletries
- Twice-daily housekeeping
- Exquisite linens



CLASSIC SEA FACING ROOMS

Each room has a balcony overlooking the breath-taking coastline.

- Fresh fruit & flowers
- Luxury toiletries
- Bottled water
- Exquisite linens

LUXURY SEA FACING ROOMS

- Fresh fruit & flowers
- Luxury toiletries
- Private balcony
- Exquisite linens

JUNIOR CABANA

All rooms are sea-facing, located on the ground floor with outside area.

- Exquisite linens
- Luxury toiletries
- Sea-view
- Four-poster bed

SEA FACING CABANA

Each with their own individual terrace, offering exceptional views of the water's edge.

- Exquisite linens
- Luxury toiletries

- Sea-view terrace
- Four-poster bed

SEA FACING FAMILY ROOMS

An incredible level of care has been put into providing exceptional comfort for families.

- Private balcony
- Exquisite linens
- Luxury toiletries

LUXURY SEA FACING SUITES

Perfect for guests needing extra space, with a wide private balcony for entertaining.

- Fresh fruit & flowers
- Luxury toiletries
- Soap & pillow menus
- Exquisite linens

DELUXE SEA FACING SUITES

Each enjoy a private plunge pool and spacious terrace giving onto the hotel's expansive lawns.

- Fresh fruit & flowers
- Luxury toiletries
- Bottled water
- Exquisite linens

SUPERIOR GARDEN VILLAS

Overlooking lush sub-tropical gardens, each enjoy the luxury of a private plunge pool and quiet terrace.

- Fresh fruit & flowers
- Luxury toiletries
- Private plunge pool
- Quiet terrace

PRESIDENTIAL SUITE

With its opulent décor and expansive sense of space, the duplex two-bedroom Presidential Suite offers unparalleled levels of comfort and luxury.

- Fresh flowers upon arrival
- Panoramic ocean views
- Two additional en-suite bedrooms
- Option to make upstairs rooms inter-leading
- Private in-suite elevator
- Luxury toiletries
- Separate couple's bathrooms and walk-in closet
- Private terrace with rim-flow plunge pool
- Open plan living area with lounge and bar
- Separate kitchen

EXPERIENCES

Curry Masterclass: Work alongside the talented chefs behind our renowned Oyster Box Curry Buffet in our Curry Masterclass. You will also receive an Oyster Box gift and recipe pack so you can continue to recreate the magical flavours of the Curry Buffet at home.

High Tea: The Palm Court is a memorable setting for a leisurely High Tea. The buffet table is generously laden with platters of both sweet and savoury treats, with the resident pianist tinkling the ivories in the background – a sophisticated affair indeed.

Spa Experience: Treat yourself to a blissful escape at our luxury spa. With our range of treatments and high-quality, naturally inspired products, a trip to our space is a truly rejuvenating and unmissable experience.



The Chef's Table: Enjoy an entirely unique perspective on the cuisine of The Oyster Box with a seat at the Chef's Table, as our Executive Chef and their talented kitchen team create an unforgettable culinary experience. Tour the working kitchen, followed by an amuse bouche or canapés, then a delicious 5-course feast paired with wine.

Additionally, we can help you book a local experience, from immersive Indian and Zulu cultural tours to half or full day wildlife experiences.



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THE
RED CARNATION
HOTEL COLLECTION

